



Corporate Responsibility Report

2022 Fiscal Year



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About METRO

METRO is a food and pharmacy leader in Québec and Ontario.

As a retailer, franchisor, distributor and manufacturer, we operate or service a network of some 975 food stores under several banners, including Metro, Metro Plus, Super C and Food Basics, as well as some 645 drugstores primarily under the Jean Coutu, Brunet, Metro Pharmacy and Food Basics Pharmacy banners.

Nearly
\$19 billion
in sales

A network of over
1,600
stores

More than
95,000
colleagues

Founded in
1947

About this report

This corporate responsibility report covers the operations and activities of the entire corporation for the 2022 fiscal year ending on September 24, 2022. It is our first report since developing and publishing our third five-year Corporate Responsibility (CR) Plan for the period 2022–2026 for our food and pharmacy activities. In it, METRO refers to the Corporation and Metro refers to the store banner. For the first time, we have reported on select metrics from the Sustainability Accounting Standards Board (SASB) Food Retailers & Distributors and Drug Retailers standards. All financial figures are in Canadian dollars unless otherwise specified. This report was reviewed by internal auditors but was not audited externally.

Forward-looking information

Throughout this report, we have used statements that may constitute forward-looking information. In general, any statement in this report that does not constitute historical fact may be considered a forward-looking statement. The forward-looking statements that may be set out in this report refer to hypotheses on the Canadian food and pharmacy industries, targets, the economy in general and our 2022–2026 Corporate Responsibility Plan.

These forward-looking statements do not provide any guarantees as to the future performance of the Corporation and are subject to known and unknown risks and uncertainties that could cause the outcome to differ significantly. We believe these statements to be reasonable and relevant at the date of publication and to represent our expectations. METRO does not intend to update any forward-looking statements contained herein.

For more information:

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Food (975 food stores)

	Supermarkets	Discount stores	Neighbourhood stores	Specialized stores
Québec 698	196 Metro Metro Plus	99 Super C	53 Marché Richelieu	23 Première Moisson
	11 Adonis		314 Marché Ami	2 Les 5 Saisons
Ontario 277	130 Metro	142 Food Basics		1 Première Moisson
	4 Adonis			
Total	341	241	367	26

metro**metro**
PLUSfood
Basics

Super C



MARCHÉ
ADONIS
Un univers de fraîcheur



marché
ami
AFILIÉ À MÉTRO RICHELIEU INC.



Marché
Richelieu
Complice de votre quotidien



P
PREMIÈRE
MOISON

les**5**saisons

ÉPICERIE FINE DEPUIS 1985

Pharmacy (645 drugstores)

Québec 532	386 PJC Jean Coutu PJC Santé PJC Santé Beauté	146 Brunet Brunet Plus Brunet Clinique Clini Plus
Ontario 85	9 PJC Jean Coutu PJC Santé	76 Metro Pharmacy Food Basics Pharmacy
New Brunswick 28	28 PJC Jean Coutu PJC Santé PJC Santé Beauté	
Total	645	


JeanCoutu



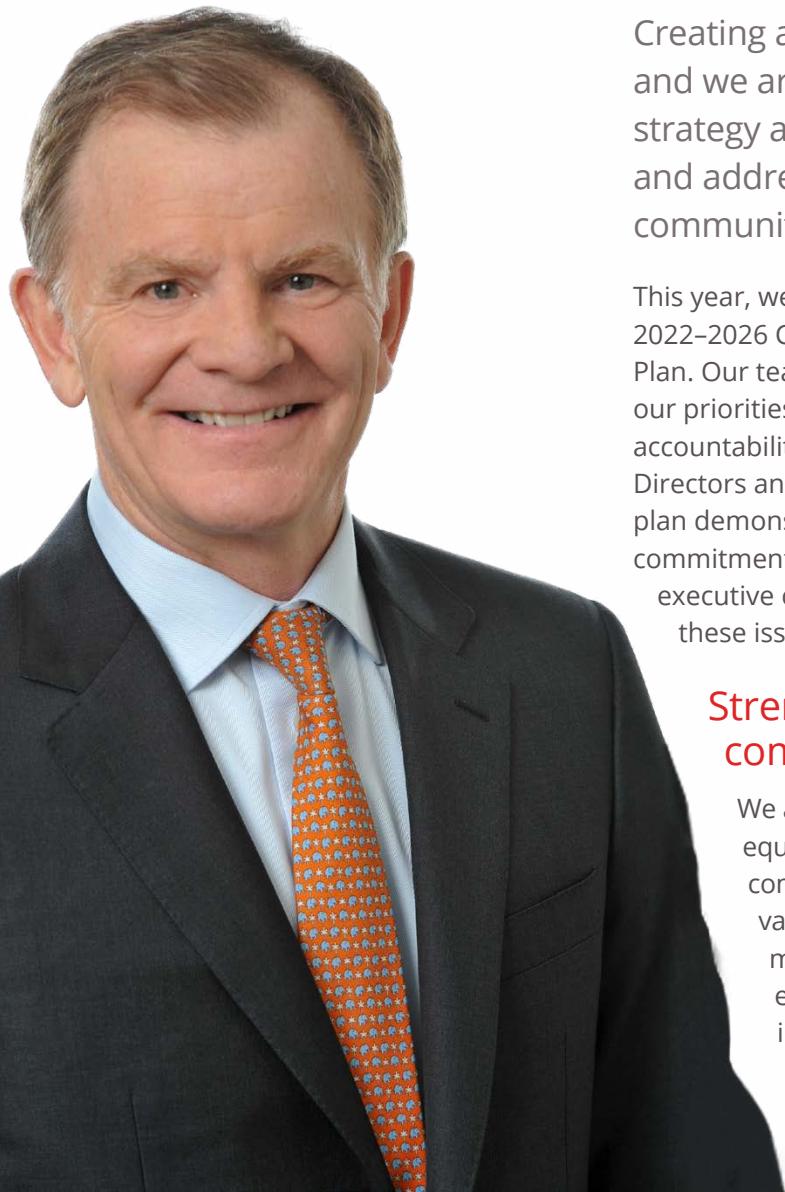
food
Basics
pharmacy



metro
pharmacy



Message from Our President and CEO



Creating an inclusive and sustainable future is a shared responsibility and we are committed to taking an active role in this regard. Our business strategy aligns with environmental, social and governance (ESG) factors and addresses the issues that matter most to our customers, colleagues, communities and partners.

This year, we began implementing our 2022–2026 Corporate Responsibility (CR) Plan. Our teams have worked diligently on our priorities, and we are on track. The accountability of the company's Board of Directors and Executive Committee to our plan demonstrates the strength of our commitment. In addition, a portion of executive compensation is linked to these issues.

Strengthening our company culture

We are committed to building an equitable, diverse and inclusive (ED&I) company culture. A culture that values and respects differences makes us stronger by increasing employee engagement and improving performance, helping

us to better serve our customers and communities. Our work this past year has helped operationalize ED&I into the business, with a robust plan in place. Starting at the top, we deployed training for all senior management that enables them to be better allies.

Committed to climate

We recognize the critical role that business plays in addressing climate change. This is why we have adopted a target to reduce our greenhouse gas (GHG) emissions to limit global warming by focusing our efforts on key sectors over which we have direct operational control.

In October 2022, METRO became a Task Force on Climate-related Financial Disclosures (TCFD) supporter, the first Canadian food and pharmacy retailer to do so. By making this public commitment, our goal is to work towards implementing TCFD recommendations and to

improve disclosure of potential climate risks and opportunities. We acknowledge that climate-related disclosure is important to map critical risks and build robust strategies to mitigate the future impacts on our operations and our supply chain.

The complex challenges facing our society cannot be solved quickly or by one company or industry. But our efforts this past year demonstrate that our CR Plan offers a rigorous and committed approach that will enable us to better serve our stakeholders. We will focus on achieving our commitments, particularly regarding working conditions in our supply chain and requiring suppliers to respect our Code of Conduct for Responsible Procurement, as well as reducing our GHG emissions. I thank my colleagues for their commitment and hard work this past year.

Eric La Flèche

President and Chief Executive Officer



Message from Our Vice President, Public Affairs and Communications

Our colleagues and teams are mobilized to continue making a positive impact on ESG issues for METRO and society.

Our 2022–2026 CR Plan was developed by engaging at every level within the company and is being implemented in that same manner. Evolving our business practices will continue to create long-term value for the company and our stakeholders.

We continued this year to build expertise within the teams who bring our CR Plan to life and take pride in all they achieve. We also created dedicated new positions filled by people with the required knowledge to address emerging ESG issues. Regular lunch-and-learns that focused on our CR priorities and commitments have helped further engage, educate and empower our employees.

We also launched Healthy Together, a communication platform for our employees and customers that expresses our purpose: to nourish the health and well-being of our communities. Healthy Together is our rallying cry bringing together our customers and

METRO colleagues around a shared commitment. We firmly believe that if we work together and take concrete steps to create lasting change, we will be stronger and healthier than ever.

On the right path

Our approach to climate change consists of setting a target and reducing our GHG emissions, while being prepared to face climate change's impacts. Our GHG reduction target published in 2022 support our goal to fight climate change. Our support to the Task force on Climate-Related Financial Disclosures (TCFD) and our alignment with climate-related disclosure will ensure the Corporation is more resilient and adapts more easily. We truly believe that this combined approach to climate change mitigation and resilience will create value for all our stakeholders and society, as well as for us.

Each year, we improve our disclosure. You will see that this year's report puts more emphasis on performance and data. We will continue on that path and incorporate disclosure frameworks as well in the future.

Our progress so far has been made possible by the dedication and hard work of our teams and executives, who have adopted our corporate responsibility mission as their own, and by the support of the Board of Directors. As we look to 2023, I'm confident we are on the right path to deliver on our ESG commitments and create long-term value for METRO and society.

Marie-Claude Bacon

Vice President, Public Affairs and Communications





Materiality

Our 2021 materiality assessment identified, prioritized and validated the environmental, social and governance (ESG) topics that are most important to our key stakeholders and business, and revealed areas where we can make meaningful impacts. These findings informed the basis of our 2022–2026 CR Plan and this report.

The assessment was done in collaboration with an external consulting firm and was conducted in consideration of the following frameworks:

- Global Reporting Initiative (GRI) Standards
- Sustainability Accounting Standards Board (SASB) Standards
- AA1000 SES (Stakeholder Engagement Standard) by AccountAbility
- United Nations Sustainable Development Goals (SDG)

We used this analysis to establish the eight priorities of our CR Plan: responsible procurement; health, nutrition and well-being; packaging and printed materials; climate change; waste; food waste; equity, diversity and inclusion; and socioeconomic contribution.

We also identified our business fundamentals, the seven ESG factors that play a key role in the day-to-day activities of METRO: product quality and safety; employee health and well-being; data security; responsible marketing; ethics and integrity; sound governance; and customer satisfaction.



Our 2021 materiality assessment identified, prioritized and validated the environmental, social and governance (ESG) topics that are most important to our key stakeholders and business, and revealed areas where we can make meaningful impacts.



Engaging with Our Stakeholders

We are committed to creating value for our stakeholders as we work together to meet our corporate responsibility (CR) goals.

Transparent and effective communication with our stakeholders has always been an important part of our CR activities and helps us to learn from their perspectives and experiences. We use several communication channels to reach stakeholders, customizing our approach as needed.

In May 2022, we launched Healthy Together, a rallying cry that brings together our colleagues and customers to support our purpose to nourish the health and well-being of our communities.

We also hosted seven internal lunch-and-learns for office employees in Québec and Ontario on topics including responsible procurement, packaging and ED&I, led by METRO colleagues and guest subject matter experts.

These initiatives are some of the ways we engage with our colleagues, which helps them understand our CR Plan and their role in helping METRO bring our commitments to life.

All our stakeholders are essential to our success. We know that we are stronger together and that achieving our CR goals requires all stakeholders to be engaged and mobilized.

Stakeholders	Communication Channels
Customers	Surveys Feedback to Customer Service Communications on social media
Colleagues — employees, unions, merchants and pharmacist owners	Individual and sectoral meetings Joint committees Internal communications Training Dedicated line for employees
Suppliers	Discussions and meetings Surveys on supplier practices Training
Investors — shareholders and lenders	Annual meetings Annual corporate documents: annual report, annual information reports, management proxy circular One-on-one and group meetings Conferences with analysts and investors Participation in studies (questionnaires and surveys)
Interest groups/non-government organizations (NGOs)	Discussions and meetings Participation in studies (questionnaires and surveys)
Community partners	Participation on committees Employee volunteering Contributions and partnerships
Industry	Association memberships Participation on sectoral committees Conferences
Legislators	Participation in industry initiatives Representation



Our Approach

Our **2022-2026 Corporate Responsibility (CR) Plan** applies to our food and pharmacy activities and builds on METRO's achievements and experience since our first CR plan was launched in 2010.

It demonstrates our rigorous and committed approach to tackling the complex environmental, social and governance (ESG) factors facing our society while creating value for METRO and its stakeholders.

Our ESG priorities are supported by business fundamentals we apply every day in our operations and are grouped under the four pillars that form our approach: products and services, environment, colleagues and communities.

Our 2022-2026 CR Plan at a Glance

Our Priorities

We are focused on key issues where our actions can make a difference.

- leaf person Responsible procurement
- person Health, nutrition and well-being
- leaf Packaging and printed materials

- leaf Climate change
- leaf Food waste
- leaf Waste

- person Equity, diversity and inclusion

- person Socioeconomic contribution



Our Business Fundamentals

We rely on solid business practices to ensure METRO's vitality and sustainability.

- person Product quality and safety
- person Employee health and well-being
- gear Data security
- gear Responsible marketing
- gear Ethics and integrity
- gear Sound governance
- gear Customer satisfaction



CR Governance

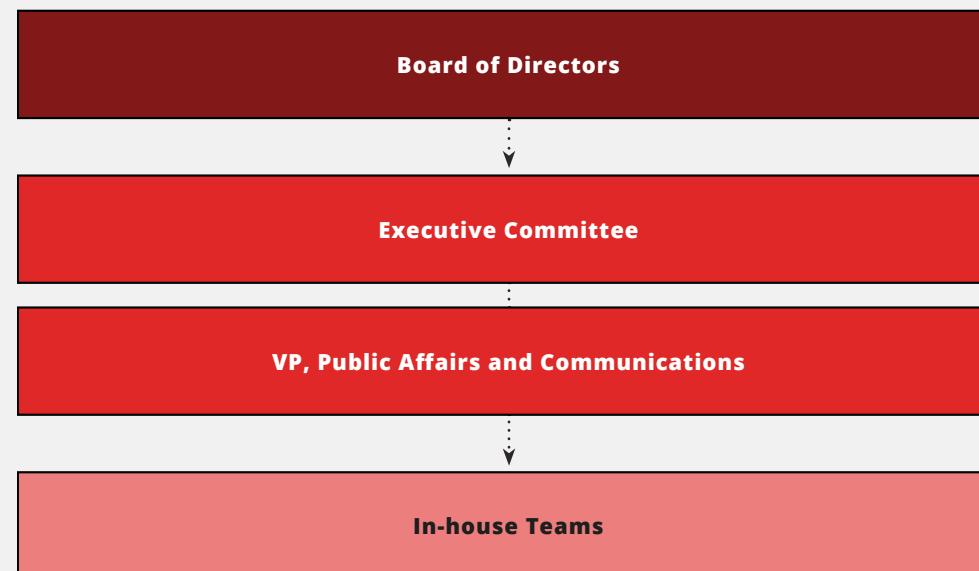
METRO's corporate responsibility governance is part of the Corporation's management structure, is driven by the leadership of its executive team, and relies on specific individuals in each decision-making and implementation stage, under the guidance of the Board of Directors.

Board of Directors

The Governance and Corporate Responsibility Committee is responsible for the oversight of the Corporation's activities and disclosure with regards to corporate responsibility, including ESG matters. The Board of Directors approves corporate responsibility plans and reports.

Executive Committee

Approves the corporate responsibility strategy and ensures the priorities are in line with the Corporation's business strategy and that objectives have been achieved.



Vice Presidency, Public Affairs and Communications

Develops strategic corporate responsibility directions and reports on progress to the executive committee and to the Governance and Corporate Responsibility Committee.

In-house teams

Reporting to the vice presidencies responsible for the programs of the corporate responsibility plan, the teams assigned to the initiatives ensure their progress against the goals and targets set.



Our Business Fundamentals

Our seven business fundamentals were identified in our 2021 materiality assessment. These business practices are part of our day-to-day operations and support the ESG priorities of our CR Plan and METRO's sound management and vitality.

We are monitoring our performance for many of our business fundamentals and plan to increase our monitoring of the others every year.

1. Product quality and safety

As a retailer, franchisor, distributor and manufacturer, ensuring the quality and safety of the products available in our network of food stores and pharmacies is one of our most important responsibilities.

Please see:

ESG Performance Data, p. 41

2. Employee health and well-being

The health and well-being of our colleagues underpin our purpose and ensure our organizational effectiveness. We build on occupational health and safety, respectful labour relations, sound talent management, and an equitable and inclusive work environment.

Please see:

ESG Performance Data, p. 50

3. Data security

We collect a lot of data from our customers, suppliers, employees and other stakeholders. We must maintain the trust they place in us by using physical and technological security measures to stop inappropriate data use and protect the systems against malicious attacks and failures.

Please see:

METRO Annual Report 2022

4. Responsible marketing

Marketing activities include advertising, promotion and sponsorships. We are committed to leading them with ethics and fairness. Our marketing must inspire trust and enable our customers to access quality products and services in our food and pharmacy banners.

5. Sound governance

METRO's sound management requires establishing clear governance systems for the Board of Directors and management team to ensure reporting, risk management and controls are adequately integrated into the corporate structure.

Please see:

METRO Annual Report 2022

CR Governance, p. 10

6. Ethics and integrity

METRO provides a rigorous framework for the conduct of its employees, executives and Board of Directors. The Employee Code of Conduct and Code of Ethics of the Directors guide and clarify the behaviours that must be adopted in corporate life.

Please see:

Statement of Corporate Governance Practices

Code of Ethics of the Directors

Code of Conduct of METRO Employees

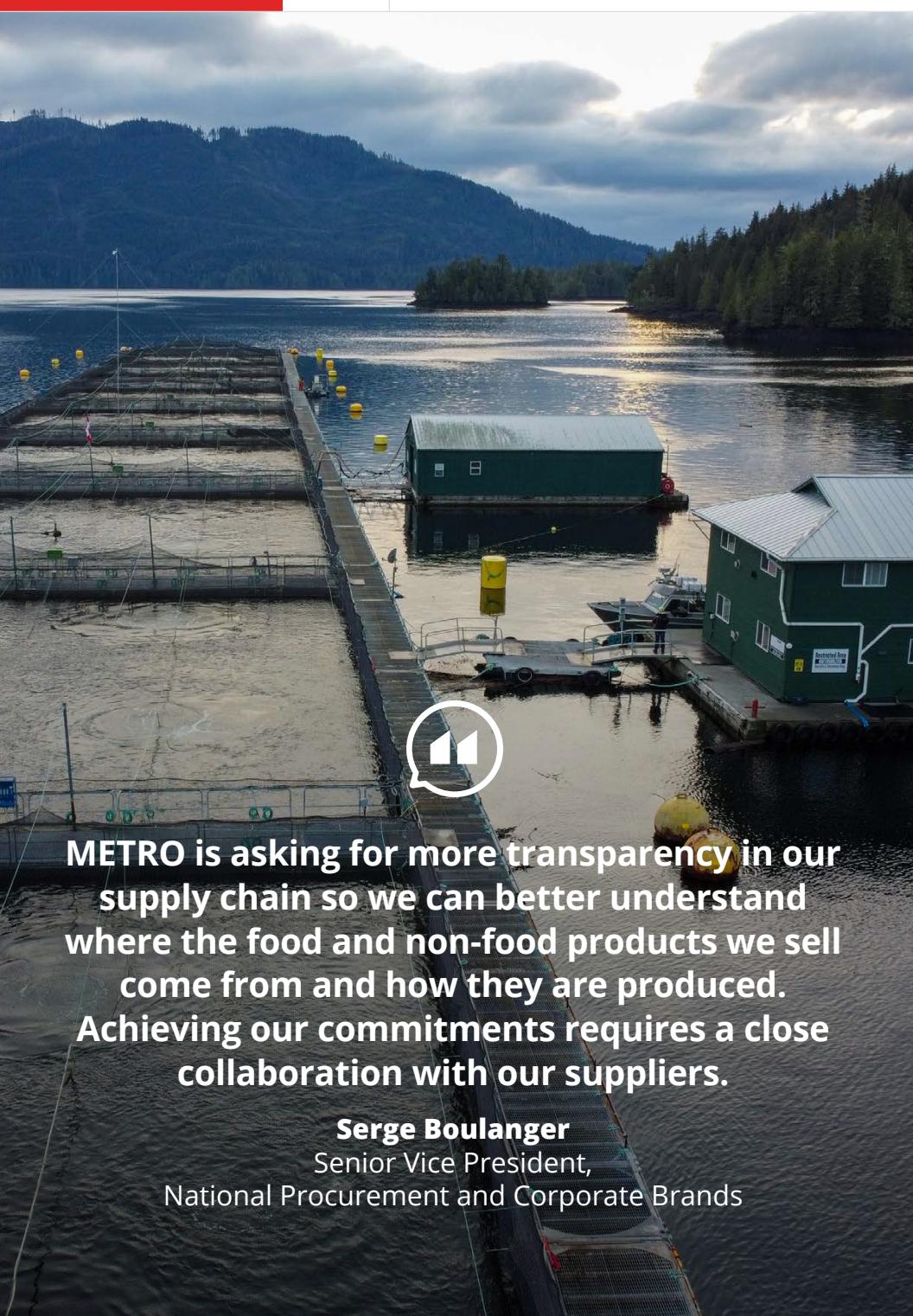
Governance and Reference Documents at [metro.ca](#)

7. Customer satisfaction

As it has been for many years, our mission is to exceed our customers' expectations every day to earn their long-term loyalty. Our customers' satisfaction remains the key indicator to measure our banners' performances.

Please see:

ESG Performance Data, p. 42



METRO is asking for more transparency in our supply chain so we can better understand where the food and non-food products we sell come from and how they are produced. Achieving our commitments requires a close collaboration with our suppliers.

Serge Boulanger
Senior Vice President,
National Procurement and Corporate Brands

PRODUCTS AND SERVICES

Our Priorities

Responsible procurement

Health, nutrition and well-being

Packaging and printed materials

**PRIORITY**

Responsible Procurement

Our ambition is to implement responsible practices within our supply chain to offer our customers products that respect workers and the environment. This long-term task requires continuous issue monitoring, close collaboration with our suppliers and rigorous implementation programs.

We want to work with suppliers that share our commitment to responsible practices and act on this commitment. To guide us, we have developed several programs and policies that are science-based, rigorous and in line with industry best practices; they are a core part of our ongoing business operations.

Respect for workers

METRO's Supplier Code of Conduct for Responsible Procurement is integral to our business agreement with suppliers and our commitment to responsible social and environmental practices.

In 2022, we conducted a pilot project surveying the working conditions of over 400 suppliers with a response rate of 76%. We are analyzing the results and looking at tools to help us balance efficiency, rigour and resources so we can increase the number of suppliers we evaluate each year and better assess their performance.





Animal welfare

As part of our commitment to continuous improvement, we updated our [Animal Welfare Statement](#) in 2022.

To ensure our suppliers adopt practices that respect animal health and welfare, METRO requires, at a minimum, that they follow the Codes of Practice for the Care and Handling of Farm Animals developed by the [National Farm Animal Care Council](#) (NFACC) or an equivalent. All of our evaluated suppliers meet our expectations.

Improving housing conditions

Because of the role humane housing systems play in the health and welfare of sows, we are increasing our offer of fresh pork from sows raised in group housing. We meet with our pork suppliers twice a year to discuss the importance of phasing out gestation crates. The average conversion rate of our Canadian pork suppliers, which represent the majority of our purchases, is over 58%.

METRO recognizes that cage-free systems offer more opportunities for hens to express their natural behaviours than enriched cages. However, there is currently no scientific consensus that cage-free housing provides better overall welfare for hens. We continue to offer both types of eggs and plan to increase our offering of cage-free eggs. In 2022, we

offered cage-free eggs in 93% of our stores. Some of our smaller stores are having challenges integrating these products in their offerings. Over 66% of whole eggs sold under our Life Smart private brand are organic and cage-free, including 100% of brown eggs.

Deforestation

Because beef production is a leading cause of deforestation worldwide, we want to avoid products from areas with a high risk of deforestation. We documented the origin of 97% of the beef used in our private brands and perishable products, and found that none of it comes from areas of high risk.

Palm oil production is another major driver of deforestation. We continue to avoid it whenever possible or source it responsibly. Only 20% of our private label products identified as being susceptible to containing palm oil actually contained it. 25% of those products were evaluated and 74% are using palm oil certified by the Roundtable on Sustainable Palm Oil. We will continue our evaluation in the next year.



Sustainable beef

METRO has been a proud member of the **Canadian Roundtable for Sustainable Beef** (CRSB) since 2016. In 2022, **Metro Ontario committed** to buying 3 million pounds of beef from CRSB-certified sustainable Canadian farms and ranches by 2026. So far, we have bought 1.65 million pounds.

Genetically modified organisms (GMOs)

In order not to commercialize genetically modified foods, we document the practices of our suppliers. This year, we contacted 76% of our corn, apple, potato and farmed Atlantic salmon suppliers, representing almost 100% of our purchases of these products, and none are using GMOs.

Sustainable fish and seafood

Our **Sustainable Fisheries and Aquaculture Policy** guides our purchasing so we can provide customers with products that are caught or farmed using responsible practices. We continue to include our “Responsibly sourced product” label on our private brands products.

METRO supports globally recognized third-party sustainable seafood certifications benchmarked by the **Global Sustainable Seafood Initiative** (GSSI). In 2022, 58% of our fish and seafood purchases were sourced from farms or fisheries certified by a GSSI recognized standard, which includes BAP (Best Aquaculture Practices), ASC (Aquaculture Stewardship Council), MSC (Marine Stewardship Council) and Global GAP (Global Good Agricultural Practices). We require certification for specific categories under continuous improvement, and performance is over 90% for each of them.

Product traceability is at the heart of our approach. In 2022, we obtained traceability of more than 98% of our purchases. To keep our customers well informed, we communicate this important information as often as possible, through labelling and on our website.

Pharmacy

Responsible cosmetics

We aim to offer a responsible line of private brand cosmetic products in our Jean Coutu and Brunet pharmacies. In 2022, METRO’s pharmacy merchandising team began a process to define responsible cosmetic products and determine their attributes in line with best practices and the business environment in which we operate. This definition must also be consistent with the principles set out in our **Supplier Code of Conduct**. This work will continue into the new fiscal year.

Inclusive cosmetic and beauty products

Our pharmacy merchandising team also introduced 125 new health and beauty products and 12 new cosmetic products, an increase of more than 50% in offerings to the Black community. These products are also available in more locations, increasing access by more communities.

We are collaborating with our colleagues in METRO’s Black Community Leadership Network to better understand how to approach the Black community to demonstrate our inclusivity.

We will launch products for a second cultural community in the coming year.

Recognition

In 2022, **SeaChoice**, a Canadian science-based seafood watchdog, awarded METRO a 90% rating for our **Sustainable Fisheries and Aquaculture Policy** and fish and seafood traceability program. This is the first year SeaChoice has included a quantifiable score in its evaluation. We are proud to achieve a top rating among our peers, building on the positive recognition we have received from SeaChoice in recent years.

Resources

Supplier Code of Conduct for Responsible Procurement

Sustainable Fisheries and Aquaculture Policy

Animal Welfare Statement

Local Purchasing Policy

**PRIORITY**

Health, Nutrition and Well-being

Our ambition is to support our customers in their daily actions to care for their health and well-being by offering products that meet their aspirations and nutritional needs and providing professional services to help them take concrete actions for their health. We intend to continue to play an active role in supporting public health through our network of neighbourhood stores and pharmacies.

Product offering

In 2022, we increased our offering of private brand products that foster healthy eating by 18%.

This year, we prioritized the development of our Life Smart Naturalia and Life Smart Organic brands. These two lines include clear labelling to meet the needs of customers looking for shorter and simple ingredients list.

Our new products include dried fruit ranges that are guaranteed GMO-free, organic flours, meat alternatives such as vegetable patties and plain or flavoured tofu, frozen fruit free of pesticides, and cuts of beef and pork raised without antibiotics.





The primary role of the pharmacies in our network is to provide customers with the products and professional services they need to support their health and well-being. As neighbourhood stores, they also offer everyday items, including food, health and beauty, and baby products. To respond to customers' needs and fulfill our healthcare mandate, it is essential that we clearly state our position regarding the sale of those products and provide a framework for our related business practices. In this regard, we will continue to work in the next year on identifying those criteria to better protect and promote the health and well-being of our customers and will make our position known.

Empowering our customers

We continue to empower customers to care for their health by helping them make better food choices.

One way we do this is through **My Health My Choices**, a tool launched in 2021 that helps customers find products suited to their lifestyles, values and health needs. It includes nearly 8,000 products classified by almost 35 attributes, such as organic, gluten-free, vegetarian and – new in 2022 – no sugar added.

In 2022, My Health My Choices was recognized by the DUX awards, highlighting the best initiatives to improve nutrition in Québec. In Ontario, the Metro banner partnered with the Canadian Celiac Association, the Canadian Digestive Health Foundation, Plant-Based Foods of Canada, CHFA and Fair Trade Canada to reach consumer groups with specific nutrition needs covered by My Health My Choices and its attributes.

Professional services in our pharmacy network

Our network of over 640 pharmacies plays a crucial role in fulfilling our purpose of nourishing the health and well-being of our communities. As frontline health professionals, pharmacists offer accessible health services and advice, such as consultation and prescription services, prescription extension, medication management and therapeutic follow-up. Through our multiple communication channels, we also offer science-based information and contribute strongly to raising awareness around critical public health issues.

Highlights of some of this ongoing work include:

Vaccine awareness

The simple gesture of getting vaccinated helps protect individuals against serious diseases and reduces risks to families and communities. Pharmacists are authorized to administer vaccines for multiple preventable diseases. The focus over this past year has been on the importance of flu and COVID-19 vaccines. The pharmacists affiliated with our networks are proud to be actively involved in vaccination programs.

The teams at Jean Coutu and Brunet pharmacies also conducted their travel health campaign to raise awareness among customers about the importance of vaccines when travelling.

Safe disposal

Expired medication is a serious health risk. Expired medication loses its effectiveness and can be harmful, while medication without a label or forgotten in a medicine cabinet can be misused. That is why all the pharmacies in our network offer a medication and syringes disposal program for customers to hand in expired or discontinued medications and used syringes for safe disposal. We deliver this medication to a specialized company that safely disposes of it in a manner that respects the environment.

In addition to promoting this program on our various digital platforms, last year in Ontario we distributed more than one million pharmacy bags with a message about returning used medications.

In Québec, we leveraged two relevant occasions to raise awareness about the importance of bringing back used medications: spring cleaning in May and June and moving residence in June and July.

Quitting smoking

Our pharmacists continue to educate customers on the harmful effects of smoking. They have expert knowledge about the methods available to help customers quit smoking and can prescribe, based on their evaluation, an appropriate smoking cessation therapy.

This year, as they have done for the past 20, pharmacists affiliated with the Jean Coutu network partnered with the Quit to Win! Challenge, during which participants stop smoking for six weeks. This is an opportunity to educate patients on the harmful effects of smoking and the solutions available to quit, in addition to our annual awareness campaign deployed each January and information available in stores and on our digital platforms.

**PRIORITY**

Packaging and Printed Materials

Our ambition is to optimize our packaging and printed materials by reducing their use, relying on optimal design, choosing environmentally responsible materials and facilitating their recovery and recycling. These practices aim to reduce the use of resources, limit product losses and diminish waste generation, while contributing to the fight against single-use plastic.

We are reducing the environmental footprint of our packaging and printed materials through several company initiatives, including collaboration with suppliers, engaging our customers, and employee training.

Our **Packaging and Printed Materials Management Policy**, launched in 2019, is the cornerstone of our efforts and guides the actions of METRO's teams and suppliers.

Eliminating single-use plastic shopping bags

As of September 2022, single-use plastic shopping bags are being phased out of METRO stores. This initiative will eliminate more than 330 million plastic bags from circulation annually.

Supply chain disruptions have made it challenging to ensure the supply of reusable bags. To reduce risk, we involve customers in our approach by encouraging them to bring reusable bags when shopping.





Reducing overpacking and single-use plastics

In 2022, over 302 million single-use plastic produce bags were used in our food banners.

To address this issue, we launched a campaign in the summer of 2022, encouraging customers to take only the number of produce bags they need and to use reusable produce bags when possible. In 2022, we saw a decrease of almost 6% in the use of single-use plastic produce bags compared to 2021.

Sustainable private brand packaging

To support our private brand suppliers, we offer a [design guide](#) and [training module](#) on sustainable packaging. In 2022, METRO made responsible packaging training mandatory every two years for all private brand food suppliers.

Promotional material

Once again, we have reached our objective of reducing the weight of paper used in our flyers. This year, we have reduced it by more than almost 11% compared to 2021.

This has been achieved by managing flyer distribution more precisely, discontinuing distribution in certain stores, optimizing our formats, and considering seasonality in the number of pages in flyers. We continue refining our distribution to further improve our performance.

Resources

Packaging and Printed Materials Management Policy

Better Packaging for Better Recycling Guide

Responsible packaging training module



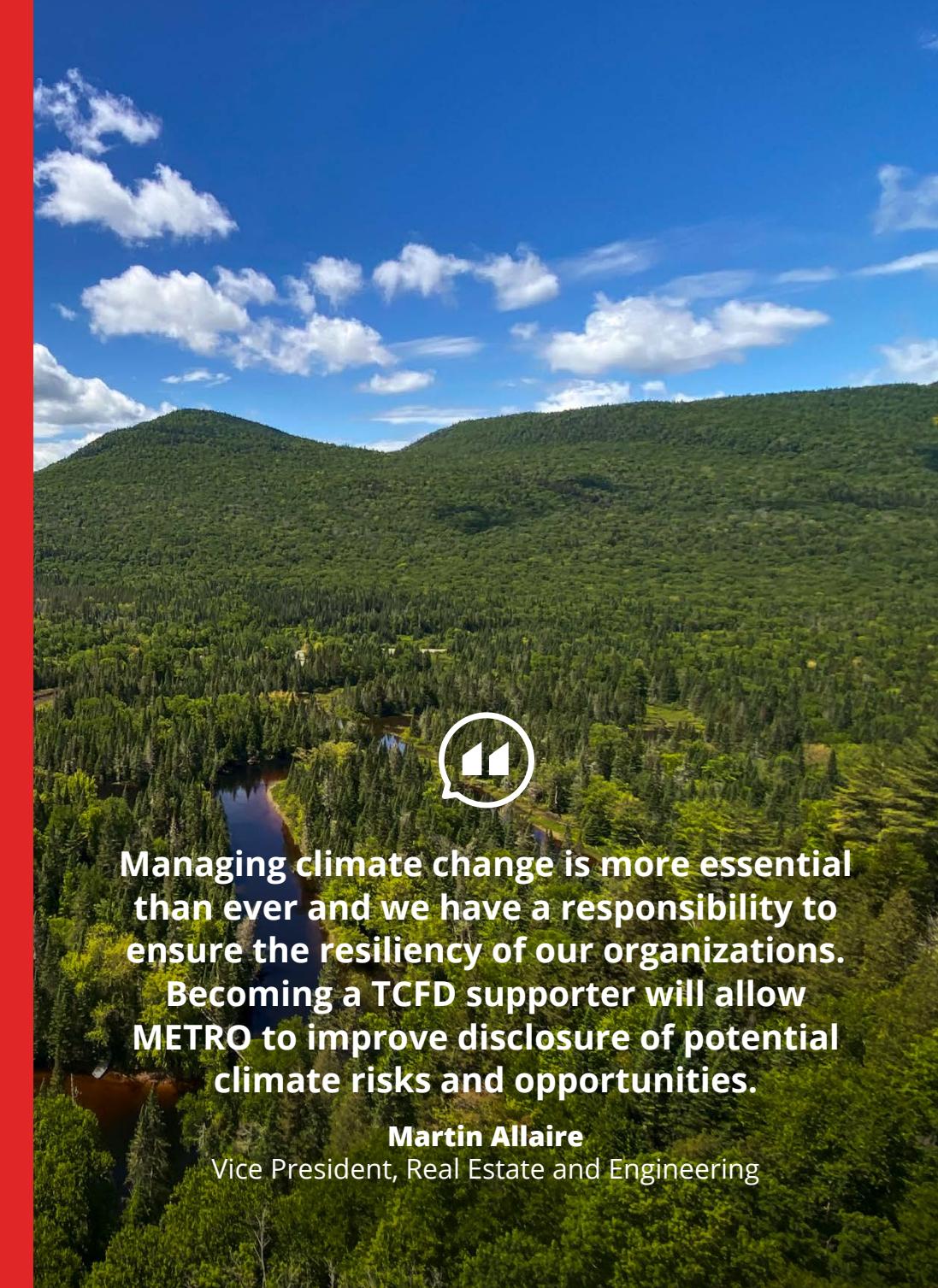
ENVIRONMENT

Our Priorities

Climate change

Waste

Food loss and waste



Managing climate change is more essential than ever and we have a responsibility to ensure the resiliency of our organizations. Becoming a TCFD supporter will allow METRO to improve disclosure of potential climate risks and opportunities.

Martin Allaire
Vice President, Real Estate and Engineering

**PRIORITY**

Climate Change

Our ambition is to reduce our GHG emissions to limit global warming by focusing our efforts on key sectors over which we have direct operational control, as well as select categories under our indirect control. Through these actions, we aim to contribute to the collective effort to transition to a lower-carbon economy.

METRO is committed to addressing climate change by reducing our greenhouse gas (GHG) emissions and improving our resiliency. To achieve this, we have in place a number of strategies and initiatives listed hereafter and in the resources section.

GHG reduction target

In our 2022–2026 Corporate Responsibility (CR) Plan, we set a target to reduce GHG emissions by 37.5% by 2035 compared to 2020¹. Our target focuses on reductions in all activities under our operational control and select categories under our indirect control, such as waste, business travel and third-party transportation.

This target demonstrates METRO's commitment to taking concrete action to fight climate change, while taking into consideration that significant reductions in GHG emissions take time, reliable technologies and a robust roadmap.

We are confident that our approach is a good first step toward fighting climate change, which includes both short- and long-term initiatives. We made progress in developing the resources and governance we need to ensure we deliver against our climate commitments in the future. We increased our internal capacity and expertise on climate change, explored the new cutting-edge standards and tools for ambitious pledges, while assessing and progressing on a multitude of industry best practices projects. METRO continues its efforts and is committed to rigorously evaluating the feasibility and costs of achieving the Science Based Targets initiative (SBTi) Net-Zero Standard².



METRO continues its efforts and is committed to rigorously evaluating the feasibility and costs of achieving the Science Based Targets initiative (SBTi) Net-Zero Standard.

¹ Scope of the target: Corporate stores and pharmacies, franchised stores, METRO-owned distribution and production centres, METRO-owned shopping centres (common areas), METRO leased or owned office buildings/space

² **SBTi Net-Zero Standard**, published in November 2021



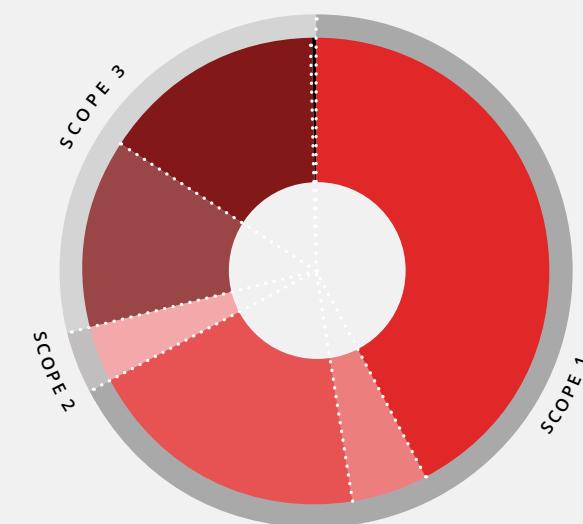
METRO's carbon footprint

This year for the first time, we are reporting both our total amount of GHG emissions emitted (absolute) and our GHG emissions relative to our size expressed in square footage (intensity)¹. In 2022, our GHG emissions remained relatively stable, despite growth in our activities. This is largely due to the continued actions and efforts in transportation efficiency, energy retrofits and refrigerant conversions. 2021 GHG emissions and 2022 GHG emissions details are available in our [GHG emissions infosheet](#). For our intensity KPI (kg CO₂eq/sq. ft.), the increase in 2021 compared to 2022 is the result of square footage decrease due to sites under our control. As part of our distribution network modernization, the transition of old sites created an overlap with the new ones, resulting in an increase in our square footage in 2021.

Corporate and franchised stores and distribution and manufacturing centres – Québec and Ontario



Sources of our GHG emissions For disclosure year 2022



- SCOPE 1**
 - Refrigerant leaks – **42.36%**
 - Transport – **5.20%**
 - Building energy consumption (Fuel) – **19.84%**
- SCOPE 2**
 - Building energy consumption (Electricity) – **3.74%**
- SCOPE 3**
 - Waste elimination – **13.22%**
 - Merchandise transport – **15.52%**
 - Business travel – **0.12%**
 - Volatile organic compounds (from cleaning solvents in our distribution centres) – Negligible
 - Paper consumption – Negligible

Some sources of GHG emissions were recategorized based on the improvement to our methodology. The table above excludes volatile organic compounds (from cleaning solvents in our distribution centres (Scope 1) and paper consumption (Scope 3), which each represent less than 1% of our global emissions (negligible).

In 2022, METRO submitted its 15th carbon footprint to CDP, reporting data from 2021. This information is publicly available on the [CDP's website](#).

¹ Methodology: GHG data was calculated in accordance with the Greenhouse Gas Protocol. The reporting period reflects a rolling year ending in fiscal period 10.



Improving data collection

To understand our impact on climate change, we have been tracking our GHG emissions for more than a decade. We periodically evaluate and improve our methodology to have the most accurate and complete data possible to improve our transparency, manage risks and evaluate our actions.

In 2022, we improved our data collection to help us monitor our progress in a timely manner and facilitate reporting to make it more efficient and transparent. Aware of the need to be more transparent about all our emissions, we are also working on calculating more of our indirect operations and their emissions to expand our reporting (Scope 3). For more details on our methodology, please refer to our [**Methodology for reporting our GHG emissions**](#).

TCFD supporter

In 2022, METRO announced its support for the [**Task Force on Climate-related Financial Disclosures**](#) (TCFD), publicly committing to working towards implementing TCFD's 11 recommendations in the next years. This offers us an additional way to share how we are managing climate-related risks and opportunities to help reduce investors' risks, maximize their financial rewards, and minimize market disruptions related to climate change.

We have established a roadmap to gradually improve our understanding of climate-related risks and provide reporting in line with the recommendations. We anticipate performing a climate-related risk scenario analysis in the next two years, with support from external resources, to identify and prepare for the impacts that climate change will have on our business models.

For more details, please refer to METRO's [**TCFD index**](#).

Climate Change Committee

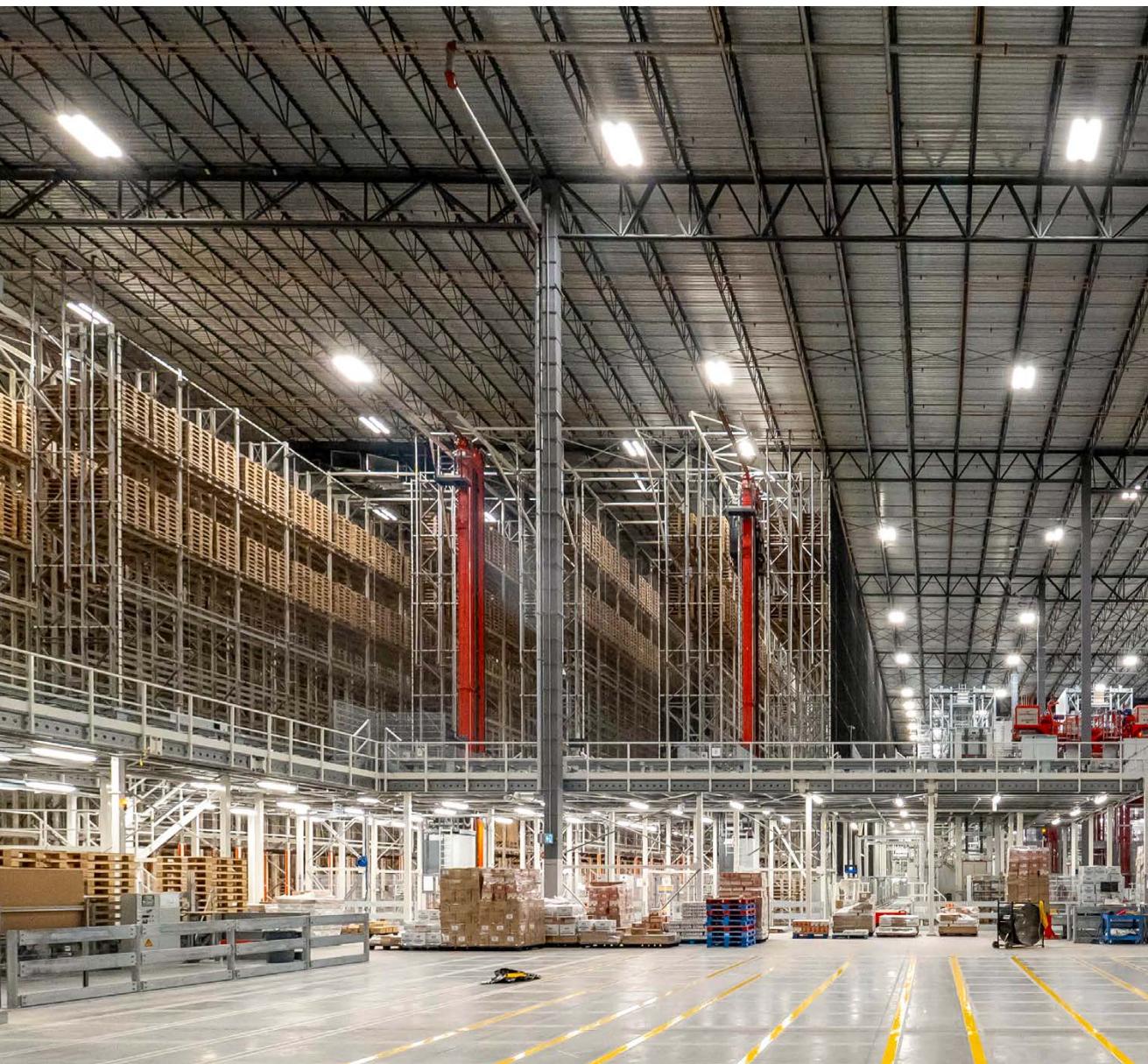
Our new Climate Change Committee brings together multiple departments of the company to develop a common vision and robust roadmap to address climate change issues for the company by establishing a strategy to identify, quantify and manage the various climate-related risks and opportunities.

This gives us greater insight into relevant issues and helps us improve our performance on an ongoing basis, and further integrates our commitment to climate action and corporate responsibility to our business activities.

The Climate Change Committee reports back to METRO's Environmental Committee, which reports to the Governance and Corporate Responsibility Committee of the Board of Directors on an annual basis. When they are assessed as material, climate-related issues could be brought to the Board of Directors' attention.

TCFD

By becoming a TCFD supporter and the first Canadian food and pharmacy retailer to make this public commitment, we maintain best-in-class disclosure with our shareholders and other stakeholders regarding the potential risks and opportunities related to climate change.



Reducing our carbon footprint

In 2022, we implemented GHG emissions reduction measures, including:

- **Refrigerants** – Replacing parts of our refrigeration systems that use high global warming potential (GWP) gases with systems operating with lower GWP gases, during major store renovations; eliminating some CFC/HCFC systems with the closure of older stores; ensuring that CO₂ refrigeration systems are the standard for new construction.
- **Transportation** – Exploring projects to electrify our fleet of cars and trucks, and our carriers' fleets, to limit the use of fossil fuels.
- **Energy efficiency** – Pursuing energy-saving projects, such as LED lighting conversions in our buildings. Locations in Québec already benefit from hydroelectricity, which is low in GHG emissions.
- **Waste management** – Increasing our diversion rate to limit waste sent to landfill, generally the most GHG-intensive means of disposal. For more details, please refer to our [waste diversion infosheet](#).
- **Suppliers** – Expecting our suppliers to take measures to reduce the GHG emissions generated by their operations, products and services, as well as favour a transparent disclosure approach to their GHG emissions, through the [Supplier Code of Conduct](#).

Frozen distribution centre

In October 2021, our new frozen distribution centre (DC) was inaugurated in Toronto. This new DC features GHG reduction initiatives:

- Refrigerants – The site uses an efficient CO₂ and ammonia refrigeration system.
- Transportation – Our fleet uses hybrid refrigerated trailers to help us reduce fuel consumption and GHG. To enhance our ability to operate refrigerated trailers on electricity when staged at the DC, we plan to install electric lines. In addition, to prepare for the future of electric vehicles (EV), we plan to install EV charging stations at the DC and have installed underground conduits to provide charging stations when electric trucks will be available on the market.
- Energy efficiency – The entire site uses LED lighting, with interior and outdoor lighting installed with motion sensors and controlled timers. All material handling equipment is powered by battery and uses NexSys+ rapid chargers.
- Waste management – All waste is sorted by plastic, cardboard and garbage to reduce the effect on our environment, and all employees use refillable water bottles.

**PRIORITY**

Waste and Food Loss and Waste

Waste

Our ambition is to avoid sending waste generated by our activities to landfill and achieve zero waste at our locations, representing a diversion rate of at least 90%. We intend to enhance our performance by mobilizing our teams to optimize our operational practices.

Food Loss and Waste

Our ambition is to ensure that food that is safe for consumption and food residue generated by our activities are not thrown away. By redistributing them to organizations or giving them a second life, we are helping to address food insecurity and reduce the GHG emissions caused by landfill organic waste.





METRO recognizes that waste and food loss and waste (FLW) are significant issues with environmental, economic and social consequences. As a food and pharmacy leader in Québec and Ontario, we have an opportunity and a responsibility to make a real impact on these issues.

That is why METRO is committed to improving our waste diversion in our stores, reaching zero waste in our distribution centres, and reducing FLW by 50% by 2025 compared to 2016.

Our progress on waste

The waste objectives related to diversion in our 2022–2026 Corporate Responsibility (CR) Plan are divided into two targets: one for stores and one for distribution and production centres.

Firstly, we aim for all stores to achieve at least 50% diversion, 25% of stores to achieve 80 to 89% diversion, and 25% of stores to achieve zero waste. Our overall store waste diversion rate for 2022 is 66%.¹

Secondly, we aim for distribution and production centres to achieve zero waste. Our distribution and production centre diversion rate for 2022 is 66%.

This approach will allow us to improve our diversion rate, reflecting our commitment to environmental resource management.

For more details, please refer to our [waste diversion infosheet](#).

Our progress on food loss and waste

For METRO, food loss and waste refers to all food products intended for human consumption that are removed from the supply chain and redirected to a different output. We developed a metric to track our progress for stores that considers our growth: our FLW ratio (metric tonnes/million dollars of food sales) was at 6.30 in 2016 and was 4.75 in 2022. Our goal is to have an FLW ratio of 3.15 by 2025, representing a 50% reduction. In addition, although our distribution and production centres are outside of the scope for the target, we are still reporting on their FLW ratio (kilograms/square foot), which is 0.83. For more details on our methodology and performance, please refer to our [Food Loss and Waste infosheet](#).

We are determined to have an active role in addressing this global issue with concrete solutions.

We recently launched an FLW task force – bringing together all groups within METRO that have an impact on our FLW goals – to discuss solutions and take action. We also developed a methodology for calculating and reporting FLW

aligned with the [Food Loss and Waste Accounting and Reporting Standard](#), detailed in the [Food Loss and Waste infosheet](#).

Reducing waste and food loss and waste

In 2022, we created customized improvement plans for the lowest performing stores to improve waste diversion and reduce food loss and waste. Waste audits continued to provide greater insight into how waste is being managed at stores. We also began conducting root cause analyses at stores to understand human, operational or physical factors that impact our diversion rate. This will enable us to better understand the challenges we face and develop appropriate solutions to achieve the goals outlined in our 2022–2026 CR Plan.

Testing new solutions

One requirement we have already identified is the need for communication and training to increase awareness of how to properly dispose of materials in available recovery streams. In response to this, we undertook a waste signage pilot project. Enhanced signage will roll out in fiscal 2023 with standardized and reader-friendly signs using symbols and images to simplify instructions and help employees understand how to correctly dispose of waste.

We also began piloting the use of artificial intelligence at two stores in Québec to monitor the volume and the content of waste compactors and composition of bales. This six-month pilot will allow us to gather and analyze data to identify trends and areas for improvement.

We will continue to evaluate the effectiveness of these pilots to decide on the next steps and opportunities for expansion in 2023 and beyond.

Engaging with customers to reduce food loss and waste in stores

We are working with our customers to tackle food loss and waste by offering in-store discounts on fresh and consumable products nearing their expiry date. We also partner with the app [FoodHero](#), available in 111 Metro stores in Québec, which offers discounted food that is nearing its expiration date.

One More Bite

Our One More Bite program redistributes unsold products to people in need through our charitable partners: Food Banks of Québec, Second Harvest, and Feed Ontario. Between 2016 and 2022, we distributed more than 23 million kilograms of food, helping to fight food insecurity while keeping waste out of landfills.

¹ Scope: Corporate and franchised food stores, including Metro Québec, Super C, Metro Ontario, Food Basics and Adonis

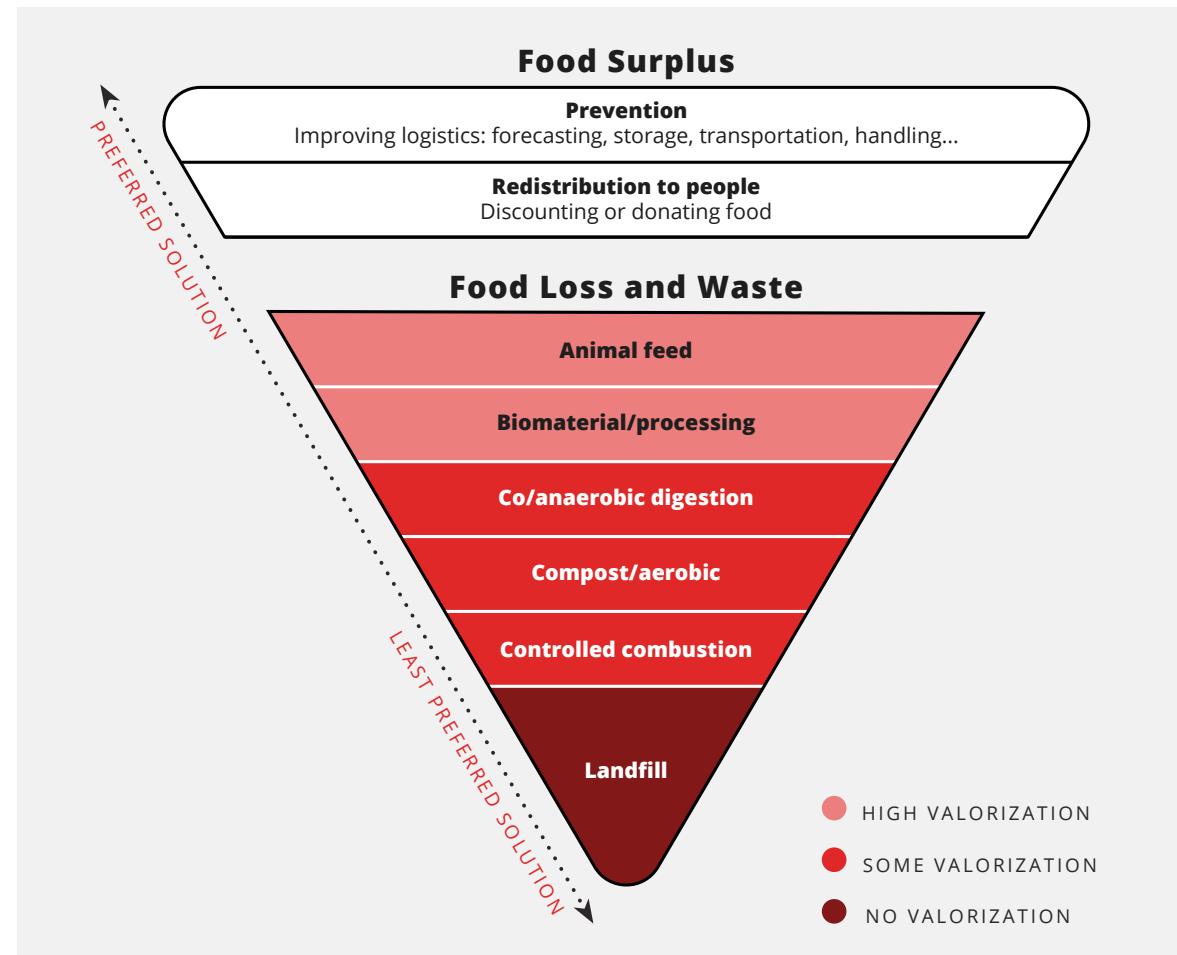


Valorization of food loss and waste

Our food loss and waste methodology aligns with the [Food Loss and Waste Accounting and Reporting Standard](#), including its recommendations on the preferred solutions to manage surplus and FLW. As a priority, we aim to prevent food surplus. Then, food surplus must be redistributed to feed humans.

For food products that cannot be sold or donated for human consumption, we look for ways to dispose of them responsibly through high valorization destinations: animal feed or biomaterial processing.

When those destinations are not possible, we prioritize destinations with some valorization: anaerobic digestion, compost, and controlled combustion. Sending food to landfill is the least preferred solution, thus we aim to send zero food to this destination.



Resources

[Environmental Policy](#)

[Climate Change FAQ](#)

[Methodology for Reporting Our GHG Emissions](#)

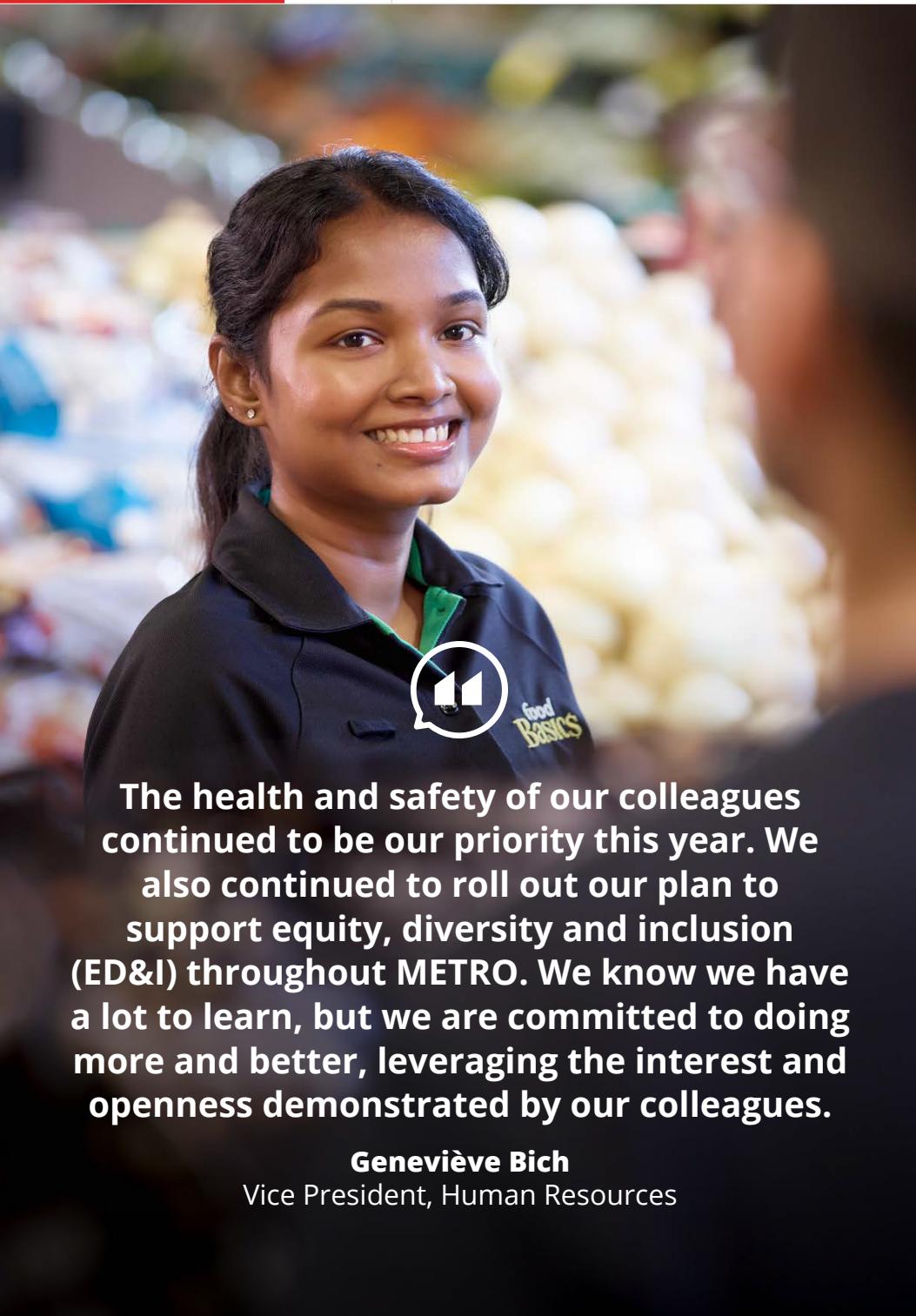
[GHG emissions infosheet](#)

[Waste diversion infosheet](#)

[METRO's TCFD index](#)

[Food Loss and Waste infosheet](#)

[Supplier Code of Conduct](#)



The health and safety of our colleagues continued to be our priority this year. We also continued to roll out our plan to support equity, diversity and inclusion (ED&I) throughout METRO. We know we have a lot to learn, but we are committed to doing more and better, leveraging the interest and openness demonstrated by our colleagues.

Geneviève Bich

Vice President, Human Resources

COLLEAGUES

Our Priority

Equity, diversity and inclusion

**PRIORITY**

Equity, Diversity and Inclusion

Our ambition is to strengthen our actions to support an equitable, diverse and inclusive work environment that reflects the customers we serve. We also aim to provide customers with a shopping experience with which they identify in terms of products offered and customer service. We want our initiatives to be a driving force to accelerate the transition to a society rooted in ED&I values.

In 2022, we renamed and revamped our

Equity, Diversity and Inclusion (ED&I) Policy.

This new version is more robust and reflects the evolution of our ED&I approach as we continue to build an inclusive company culture. Changes to the policy include clarifying its scope and intent, defining ED&I terms, and outlining roles and responsibilities within the company.

Fostering an inclusive culture

In 2022, all Vice Presidents participated in diversity training. The training covered ED&I topics such as privilege, micro-aggressions and the inclusive leadership model. It was an opportunity for our leaders to commit individually and collectively to creating and maintaining an equitable, diverse and inclusive work environment.





Moving forward, the Vice Presidents are sharing what they learned with their teams and continuing to integrate ED&I principles into the company's culture.

We also launched the first of three ED&I educational videos for all employees who have computer access. Other initiatives will be deployed for employees who don't have computer access.

Employee resource groups

To strengthen our organizational culture and help employees from minority groups access specific tools adapted to their realities, we support and encourage employee resource groups within the company. Each group is supported by a Vice President of METRO.

- women@metro
- Black Community Leadership Network
- LGBTQ2+ Leadership Network

Members of these groups developed specific communications and activities, for example, during Pride Month and Black History Month.

Understanding our colleagues

Last year, we invited our office employees to complete a voluntary self-identification survey. This year, colleagues from all food banners were invited to participate, as well as employees in distribution centres. Moving forward, colleagues in our pharmacy networks will be solicited.

As we continue to deploy our survey to more employees, the data collected will give us valuable insight about our employees and will be used to develop initiatives that foster equity, diversity and inclusion at METRO.

Diversity Week 2022

We held numerous events this year in connection with ED&I, including Diversity Week, during which interactive virtual activities were held every lunchtime and at other times of the day.

The week included seven conferences and four panels, with abundant information offered to participants. Topics discussed included unconscious bias, ADHD in the workplace, and how to be an ally to the LGBTQ2+ community.

This year, store employees were invited to participate by making videos about what diversity means to them. These videos were shared during the week's events.

Participation in activities increased by 146% in Québec and 404% in Ontario (compared to 2021), and participant feedback was overwhelmingly positive.

Resources

Equity, Diversity and Inclusion Policy

Feedback from participants of Diversity Week 2022



The content was diverse and interesting, with operational tools and the opportunity to learn more about what METRO does.

I enjoyed the various sessions offered this year as well as the email starting each day with short videos and tips. It helps us learn quickly and in small segments.



Health and Well-being of Our Colleagues

Keeping people safe

With the pandemic still a serious concern in 2022, our teams' priority continued to be maintaining a safe environment for all. This included strict adherence to the established protocols for working safely, managing COVID-19 positive cases and returning to work.

We continue to communicate regularly with our employees to remind them of all the measures in place to protect their health, both at work and in their personal lives, and to keep them informed of the evolving situation.

Working flexibility

Although we have offered flexible working options since 2018, our **Telework Policy** was fully implemented in 2022. Office employees returned to the workplace in a phased and safe manner, benefiting from the flexibility of this policy which now includes hybrid work.

Respect in the workplace

Our **Respect in the Workplace Policy**, an evolution of our policy against harassment, was launched in 2021 and rolled out in 2022 across the company, including our stores and distribution centres, where managers received coaching.

All employees are progressively given access to three training videos relating to workplace ethics, prevention of harassment, and prevention of violence.

Mental health

Mental illness is a leading cause of disability worldwide. Our managers need to know how to recognize the warning signs in employees so they can support them through company resources, including the employee and family assistance programs, or by adapting their workload or management approach. Since 2020, managers have access to a digital health

and well-being platform that offers a range of tools to better support their teams, with topics from physical and mental health to skills development, leadership and child and elder care.

In 2022, we have been working on a new mandatory training that will be rolled out in 2023 to managers throughout METRO, to raise awareness and equip them to better support their teams. Similar training is already available to more than 3,000 Jean Coutu pharmacy managers in the three provinces where we operate.

Financial well-being

Because our colleagues' financial situation can impact their well-being, we reassessed and adjusted our compensation practices. This serves a dual purpose as it also allows us to remain competitive and improve our ability to attract and retain employees in a challenging labour market.



Since 2020, managers have access to a digital health and well-being platform that offers a range of tools to better support their teams, with topics from physical and mental health to skills development, leadership, and child and elder care.



COMMUNITIES

Our Priority

Socioeconomic contribution



Being a good corporate citizen benefits METRO, our stakeholders and communities. Because of the special relationship our teams have with the communities they serve, we are able to support projects, organizations or initiatives that are in line with their needs.

François Thibault
Executive Vice President,
Chief Financial Officer and Treasurer

**PRIORITY**

Socioeconomic Contribution

Our ambition is to help reduce social inequalities, especially as they pertain to food and health. Building on our tradition of commitment since our founding in 1947, we count on the strength of our network of employees, merchants and pharmacist owners to contribute to the well-being of communities and generate sustainable benefits.

**Customers****97%**

Estimated percentage of the Québec population having visited one of our stores or pharmacies in the past year

74%

Estimated percentage of Ontarians who have visited one of our stores or pharmacies in the past year

75%

of our customers rated their shopping experience as excellent (score of 9-10 out of 10) in our banners in 2022

\$621.1M

in capital investments

**Colleagues****>95,000**

colleagues employed directly and indirectly by METRO

>53,000

colleagues employed directly by METRO

\$1,936.9M

paid in salaries and benefits

33%

of our Board of Directors composed of women

**Communities****>4.5M kg**

of food recovered, the equivalent of

>9M

meals

\$50.2M

in food donations

\$1.2M

in non-food donation (pharmacy)

\$13.9M

in financial contribution from the company, our employees, our suppliers and customers

**Shareholders****\$257.9M**

dividends paid to shareholders

\$470.0M

share buyback program

\$105.6M

of interest paid to debt holders

**Taxes and Contributions****100%**

of our taxes paid in Canada

\$257.6M

in taxes paid to various levels of government (federal, provincial, municipal)

\$20.6M

in contributions paid to fund curbside collection costs in Québec, Ontario and New Brunswick

Investing in our communities

We are committed to dedicating an amount equal to 1% of the average adjusted net earnings of the past three fiscal years to supporting communities. This year, METRO's financial contribution to various causes

totalled \$5.5 million. In addition, we raised \$6.8 million thanks to the contribution of our store and pharmacy networks, and through the commitment of our colleagues and the generosity of our customers. Finally, our employees contributed \$1.6 million, mainly to Centraide/United Way.



Here is an overview of the major campaigns that took place in 2022:

Ukraine Humanitarian Crisis Appeal: \$1.68 million

METRO and our customers have long been dedicated supporters of the Canadian Red Cross. This strong relationship means we can quickly respond to humanitarian needs by fundraising in our network of more than 1,600 stores. This year, we mobilized to help the people of Ukraine.

Our fundraising campaign, conducted with food and pharmacy banner customers, raised \$1,580,000. METRO also contributed \$100,000, enabling us to donate a total of more than \$1,680,000 to the Ukraine Humanitarian Crisis Appeal.

Centraide: \$2.43 million

Thanks to the tremendous generosity of our employees and customers and the ongoing efforts invested by METRO's food and pharmacy banners, the 24th annual Centraide campaign raised a record sum of \$2,426,429.

CHU Sainte-Justine Foundation:

\$250,000

Our network of Jean Coutu-affiliated pharmacies continued to support local children and families by participating in the 16th annual Mois des Câlins de Sainte-Justine campaign. The 30,000 "Rose Câlins" Lip Perfectors were sold out in record time in our network of Jean Coutu-affiliated pharmacies. \$400,000 was donated to the CHU Sainte-Justine Foundation as part of this campaign: \$10 from Jean Coutu and Clarins for each Lip Perfector sold, in addition to a \$100,000 donation from the Jean Coutu Group.

Out of Reach: \$3.1 million

Metro Ontario and Food Basics ran two Out of Reach fundraising campaigns in 2022 to help make healthy food more accessible to some of our neighbours. The Thanksgiving campaign raised \$1.4 million, including a corporate matching donation of \$300,000. This was followed by the Christmas campaign, which raised another \$1.7 million, including a \$400,000 corporate matching donation.

Local purchasing

At METRO, we favour local products and work hard to bring them to our customers. We understand that local products and suppliers help create a resilient supply chain, support local jobs, contribute to Québec and Ontario's socioeconomic development, and potentially reduce GHG emissions associated with transport.

Our approach to local purchasing is laid out in our **Local Purchasing Policy**. All our food banners have continued this year to support and showcase local products in-store and on our platforms.

Local produce all year round

We partnered with potato producer Dolbec, a longtime Québec business partner, to bring its "Parfaite" line exclusively to our private brands. These quality local products can be easily found year-round in our grocery stores, which brings excellent visibility for this family business.

We collaborate with local producers to help them increase their production capacity for new and innovative products. For example, in 2022 we worked with AquaVerti, Océan Vert, Vegpro and Vision Green as they developed indoor vertical salad farms, which bring a fresh local crop to customers all year round.

Local and responsible seafood

The Metro banner in Québec became the first food chain in the province to obtain the **Smarter Seafood** certification, an initiative developed by Exploramer that aims to discover edible marine products from the St. Lawrence River in a perspective of sound management of marine resources. The products are easily identifiable for customers, thanks to in-store signage bearing a blue fork logo.

Local products in our pharmacies

In April, the Québec government launched the **Les Produits du Québec** certification to assure customers that non-food goods are produced, manufactured or designed in Québec. This certification will allow our pharmacy banners in particular to identify local products and work with suppliers to increase our local offer.

Resources

Local Purchasing Policy



OUR PERFORMANCE

In this Section

Scorecard

ESG performance data



Scorecard

The following scorecard details our progress toward the objectives outlined in our 2022–2026 CR Plan, along with our contribution to the Sustainable Development Goals (SDG) and related SDG targets. For more information on our CR Plan, click [here](#), and for more information on the SDG targets, click [here](#).

Objective	Status 2022 Progress	SDG Alignment	SDG Targets
PRODUCTS AND SERVICES			
Responsible Procurement			
Require suppliers to respect working conditions across the supply chain, as set out in our Supplier Code of Conduct	To ensure adherence to our Code of Conduct, we are working to develop a rigorous and efficient process to monitor and evaluate the performance of our suppliers. A pilot project conducted in 2022 to evaluate working conditions at more than 400 suppliers helped to inform our next actions as we continue to work to achieve this objective.	DECENT WORK AND ECONOMIC GROWTH	8.5, 8.8
Offer fish and seafood products from responsible sources to preserve natural resources and encourage sustainable operating methods	Our Sustainable Fisheries and Aquaculture Policy is implemented for all our banners and provides a rigorous guide for our purchasing. Please see p. 15 for more information.	LIFE BELOW WATER	14.4
Reduce deforestation across our food supply chain • Beef products: avoid products from areas in which the risk of deforestation is known to be high	In 2022, none of the beef used in our private brand and perishable products came from regions that have a high risk of deforestation.	LIFE ON LAND	15.2
Reduce deforestation across our food supply chain • Palm oil: avoid the use of palm oil or use recognized certified sustainable palm oil	We continue to avoid palm oil or source it responsibly whenever possible. In 2022, only 20% of our private label products susceptible to containing palm oil contain palm oil and, of those, 74% are certified by the Roundtable on Sustainable Palm Oil.	LIFE ON LAND	15.2
Require practices that aim to ensure animal health and welfare by our suppliers for unprocessed meat and cultured salmonids, milk, cheese and eggs	Our longstanding commitment to animal health and welfare continued, with all the suppliers we evaluated this year meeting our requirements. We also updated our Animal Welfare Statement .	RESPONSIBLE CONSUMPTION AND PRODUCTION	12.2 15.5
Offer products derived from sound animal health and welfare practices • Pork: broaden our offer of fresh pork products from sows that were not raised in gestation crates according to the transition rate of our suppliers	We are aligned with the pork industry's commitment to phase out gestation crates and meet with our suppliers regularly in support of this goal. In 2022, the average transition rate of our Canadian pork suppliers was 58%.	RESPONSIBLE CONSUMPTION AND PRODUCTION	12.2 15.5



Objective	Status	2022 Progress	SDG Alignment	SDG Targets
Offer products derived from sound animal health and welfare practices • Eggs: sell eggs from cage-free hens in all our stores	✓	In 2022, we offered cage-free eggs in 93% of our stores. Some of our smaller stores are having challenges integrating these products in their offerings. Please see p. 14 for more information.	 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	 15 LIFE ON LAND 12.2 15.5
Not market the main genetically modified products on the Canadian market for sweet corn, apples and potatoes in the produce section and salmon	✓	None of the produce or salmon suppliers we evaluated use GMOs. We evaluated 76% of our corn, apple, potato and farmed Atlantic salmon suppliers, which represents almost 100% of our purchases in those categories.	 2 ZERO HUNGER	 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 2.4, 2.5 12.2
Facilitate customers' access to organic products by providing them with more visibility and better promoting them in stores and on our communication platforms	✓	Our ongoing merchandising and promotional initiatives continue to facilitate access to organic products.	 8 DECENT WORK AND ECONOMIC GROWTH	 15 LIFE ON LAND 8.4 15.5
Assess the private brand cosmetic product portfolio to offer a responsible product line	✓	We began defining responsible cosmetic products and their attributes, in line with best practices and our Supplier Code of Conduct . This process will continue in 2023.	 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	12.2
Enhance our cosmetic and beauty product offer for people from diverse backgrounds	✓	We increased our offer of inclusive cosmetic and beauty products by over 50% to better serve the communities we operate in. Please see p. 15 for more information.	 10 REDUCED INEQUALITIES	10.2
Health, Nutrition and Well-being				
Increase the total number of private brand products that foster healthy eating by 10% each year	✓	We focused on launching new healthy eating products for our Life Smart Naturalia and Life Smart Organic private brands. Overall, we increased our offering by 18%.	 2 ZERO HUNGER	2.1
Develop tools to help customers make better food choices based on their lifestyles	✓	My Health My Choices, our tool that helps customers find the products they need using attributes such as organic and gluten-free, was recognized by the DUX awards in 2022. Please see p. 17 for more information.	 2 ZERO HUNGER	2.1
Define the offer of products that foster health and well-being in our pharmacy network	✓	We are working on defining our offer and will identify desired attributes for food, health and beauty, and baby products in 2023.	 3 GOOD HEALTH AND WELL-BEING	3.4



Objective	Status	2022 Progress	SDG Alignment	SDG Targets
Raise awareness of the importance of vaccination and make it as widely accessible as possible	✓	Our pharmacy teams continue to promote and administer vaccines for multiple preventable diseases, with the focus in 2022 on the flu and COVID-19 vaccines.	3 GOOD HEALTH AND WELL-BEING 	3.8
Raise awareness of the appropriate use of medication and encourage people to take part in the program to recover expired and discontinued medication for safe disposal at the pharmacy	✓	We continue to offer medication and syringe disposal programs at all our pharmacies and to promote this free service widely. This year, our promotions included distributing over one million bags printed with a message to return used medications.	3 GOOD HEALTH AND WELL-BEING 	3.5
Raise awareness and support people who want to stop smoking	✓	Every year, we run awareness campaigns in stores and on our digital platforms about the harmful effects of smoking and how pharmacists can support people in quitting. Pharmacists affiliated with the Jean Coutu network once again partnered with the Quit to Win! Challenge.	3 GOOD HEALTH AND WELL-BEING 	3.4
Packaging and Printed Materials				
Reduce overpackaging and single-use plastic	✓	In 2022, we began phasing out single-use plastic shopping bags in all our food stores and pharmacies. This supports our other efforts, such as an awareness campaign to reduce plastic produce bags. Please see pp. 18 and 46 for more information.	8 DECENT WORK AND ECONOMIC GROWTH 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	8.4 12.2, 12.5
Optimize private brand food packaging by the end of 2025	✓	We continue to reduce the environmental impact of our private brand packaging, for example by focusing on high-volume products and supporting our private brand suppliers with training on sustainable packaging. Please see p. 19 for more information.	8 DECENT WORK AND ECONOMIC GROWTH 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	8.4 12.2, 12.5
Optimize the promotional material used in our food and pharmacy activities	✓	We achieved this objective in 2020 and are continuing to improve on our results.	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	12.2
Eliminate single-use packaging and disposable utensils and tableware at our administrative sites	✓	In addition to meeting this objective, we introduced reusable cups at our head office in Montréal.	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	12.2



Objective	Status 2022 Progress	SDG Alignment	SDG Targets
ENVIRONMENT			
Climate Change			
Reduce greenhouse gas (GHG) emissions by 37.5% by 2035 compared to 2020 for an average reduction of 2.5% per year	This year, our GHG emissions increased by 0.22% compared to 2021. To help us meet our climate commitments in 2022, we developed the resources, governance and internal capacity we need to support this work and continued implementing our current GHG emissions reduction measures. Please see pp. 21 and 47 for more information.	7 AFFORDABLE AND CLEAN ENERGY	7.3
Waste			
Improve the average diversion rate of all our establishments compared to 2020, with the view to achieving zero waste	Our average store waste diversion rate for 2022 was 66%, compared to 67% in 2021. We continue to conduct waste audits and have implemented new measures, including a pilot project intended to provide greater insight into recoverable materials being improperly disposed in compactors (therefore going to landfill) and commencing preparation of store-specific diversion improvement plans. Please see p. 26 for more information.	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	12.5
Food Waste			
Reduce food waste in our activities by 50% by 2025 compared to 2016	So far, we have reduced our food loss and waste in our stores by 25% compared to 2016. Please see p. 26 for more information.	2 ZERO HUNGER	2.1
COLLEAGUES			
Equity, Diversity and Inclusion			
Increase the number of women and culturally diverse people in management positions	The proportion of women in senior management positions has increased this year compared to 2021. Please see p. 49 for more information.	5 GENDER EQUALITY	5.1, 5.5
		8 DECENT WORK AND ECONOMIC GROWTH	8.5
		10 REDUCED INEQUALITIES	10.2, 10.3



Objective	Status 2022 Progress	SDG Alignment	SDG Targets
Develop a pool of diverse talents	In 2022, recruitment teams implemented a process to ensure that a woman is always present at the end of the selection process to broaden our recruitment pool and support women applicants.		5.1, 5.5 8.5 10.2, 10.3
Strengthen an inclusive organizational culture by raising awareness, educating, and developing employees' skills as they pertain to ED&I issues	All Vice Presidents attended our diversity workshop. We also ran a number of initiatives related to raising awareness of ED&I issues. Please see p. 29 for more information.		4.3, 4.4, 4.7 10.2
COMMUNITIES			
Socioeconomic Contribution			
Dedicate an amount equal to 1% of the average adjusted net earnings of the past three fiscal years to supporting communities	Our financial contribution totalled \$5.5 million and we raised \$6.8 million thanks to the generosity of our customers. Please see p. 33 for more information.		2.1
Foster access to local fruits and vegetables in our food stores year-round	We continue to focus on local products, building local production capacity by supporting local producers. In 2022, for example, we collaborated with local producers developing vertical salad farms. Please see p. 34 for more information.		8.3 9.3
Facilitate the identification of local products in our food stores	We continue to promote local products in-store and on our platforms. New this year, the Metro banner in Québec obtained the Smarter Seafood certification which will make local, responsible products easily identifiable to customers.		8.3 9.3
Improve the variety of local products in our pharmacies	In April, the Québec government launched a certification, Les Produits du Québec , to assure customers that non-food goods are produced, manufactured or designed in Québec. This certification will allow our pharmacy banners to identify local products and work with suppliers to improve our local offers.		8.3 9.3



ESG Performance Data

Topic	Metric	2022	2021	2020	2019	2018	SASB	GRI
ABOUT METRO								
Food stores and pharmacies	Number	1,620	1,612	1,601	1,600	1,616		2-1
Food stores	Number	975	963	953	950	947	FB-FR-000.A	2-1
Pharmacies	Number	645	649	648	650	669	HC-DR-000.A	2-1
Distribution centres	Number	17					FB-FR-000.A	2-1
Total area of retail space	Square metres (m ²)	1,962,986.9					FB-FR-000.B	2-1
Total area of distribution centres	Square metres (m ²)	434,687.0					FB-FR-000.B	2-1
Total area of retail space – pharmacies	Square metres (m ²)	512,616.6					HC-DR-000.B	2-1
Pharmacists (Food Basics and Metro pharmacies in Ontario)	Number	294					HC-DR-000.D	2-1
BUSINESS FUNDAMENTALS								
Product Quality and Safety								
Suppliers certified by a standard recognized by GFSI (private brands)	Percentage (%)	98.8%	98.4%	98.4%	98.7%	98.6%		
Suppliers certified by a standard recognized by GFSI (fruits and vegetables)	Percentage (%)	99.1%	92.9%	88.0%	82.0%	82.0%		
Suppliers certified by a standard recognized by GFSI (Cedar and Phoenicia brands products)	Percentage (%)	82.4%						
Suppliers certified by a standard recognized by GFSI (Première Moisson industrial facilities (Dorion and Baie-D'Urfé))	Percentage (%)	88.4%						
Sites certified by a standard recognized by GFSI (METRO integrated manufacturing sites)	Number	3						
Suppliers' allergen control program reassessed since 2022 (private brands)	Percentage (%)	25.0%						
Suppliers' allergen control program reassessed since 2022 (Première Moisson industrial facilities (Dorion and Baie-D'Urfé))	Percentage (%)	7.0%						



Topic	Metric	2022	2021	2020	2019	2018	SASB	GRI
Customer Satisfaction								
Satisfaction survey respondents	Number	641,072	764,941	549,386				
2022 PRIORITIES								
Products and Services								
Responsible Procurement								
Sustainable Fisheries and Aquaculture								
Purchases that meet the requirements of the Sustainable Fisheries and Aquaculture Policy (fish and seafood – fresh, frozen and canned)	Percentage (%)	98.4%						
Purchases with traceability documented	Percentage (%)	98.4%	99.2%					
Products sold in counter with traceability information when there is enough space to include it	Percentage of sales (%)	95.9%	95.2%					
Private label products sold with traceability information	Percentage of sales (%)	74.9%						
Non-conformities identified through our DNA test program	Number	0						
Products purchased that are certified or made from raw material certified by a Global Sustainable Seafood Initiative (GSSI) recognized standard	Number	584						
Purchases that are certified or made from raw material certified by a Global Sustainable Seafood Initiative (GSSI) recognized standard	Percentage (%)	58.3%						
Purchases in a continuous improvement program (CIMP)	Percentage (%)	43.7%						
Performance rate of apex predators CIMPs (tuna, swordfish, mahi mahi and marlin) ¹	Percentage (%)	90.7%						
Performance rate of farmed shrimp CIMP ¹	Percentage (%)	100.0%						
Performance rate of tilapia and basa CIMP ¹	Percentage (%)	98.9%						
Performance rate of salmonids raised in open environments CIMPs ¹	Percentage (%)	98.6%						

¹ Proportion of our purchases that meet the program's requirements.



Topic	Metric	2022	2021	2020	2019	2018	SASB	GRI
No deforestation criteria (private brand beef and beef from the perishable food section)								
Products with documented provenance ¹	Percentage (%)	89.5%						
Purchases with documented provenance ¹	Percentage (%)	97.5%						
Products with documented provenance that are sourced from regions not considered to be at high risk of deforestation ¹	Percentage (%)	100.0%						
Purchases with documented provenance that are sourced from regions not considered to be at high risk of deforestation ¹	Percentage (%)	100.0%						
Responsible palm oil criteria (private brand products)								
Products likely to contain palm oil that contain palm oil	Percentage (%)	19.7%						
Purchases likely to contain palm oil that contain palm oil	Percentage (%)	19.0%						
Products evaluated	Percentage (%)	25.4%						
Purchases evaluated	Percentage (%)	32.8%						
Products evaluated whose palm oil is RSPO certified	Percentage (%)	74.4%						
Purchases evaluated whose palm oil is RSPO certified	Percentage (%)	87.7%						
Supplier Code of Conduct Criteria – Animal health and welfare (private label and unprocessed meat and poultry purchased from producers)²								
Suppliers evaluated	Percentage (%)	89.2%						
Purchases evaluated	Percentage (%)	97.5%						
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%						
Purchases evaluated that meet our requirements	Percentage (%)	100.0%						

¹ Provenance: Country where the animal or plant was raised, caught or grown (compared to the origin which is the country of last processing according to Canadian legislation).

² METRO defines producer as any supplier owning at least one farm.



Topic	Metric	2022	2021	2020	2019	2018	SASB	GRI
Supplier Code of Conduct Criteria – Animal health and welfare (private label and unprocessed meat and poultry purchased from slaughterhouses)								
Suppliers evaluated	Percentage (%)	82.4%						
Purchases evaluated	Percentage (%)	82.8%						
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%						
Purchases evaluated that meet our requirements	Percentage (%)	100.0%						
Supplier Code of Conduct Criteria – Animal health and welfare (milk)								
Suppliers evaluated	Percentage (%)	76.0%	69.2%	50.0%				
Sales evaluated	Percentage (%)	99.3%	99.3%	97.2%				
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%	100.0%					
Sales evaluated that meet our requirements	Percentage (%)	100.0%	100.0%	99.5%				
Supplier Code of Conduct Criteria – Animal health and welfare (cheese)								
Suppliers evaluated	Percentage (%)	53.5%						
Products evaluated	Percentage (%)	66.8%						
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%						
Products evaluated that meet our requirements	Percentage (%)	100.0%						
Supplier Code of Conduct Criteria – Animal health and welfare (eggs)								
Suppliers evaluated	Percentage (%)	78.6%	68.8%					
Products evaluated	Percentage (%)	95.1%	94.7%					
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%	100.0%					
Products evaluated that meet our requirements	Percentage (%)	100.0%	100.0%					



Topic	Metric	2022	2021	2020	2019	2018	SASB	GRI
Fresh pork								
Pork purchases of Canadian provenance	Percentage (%)	92.3%					FB-FR-430a.2 ¹	
Average conversion rate of our Canadian pork product suppliers from gestation stalls to alternative housing	Percentage (%)	58.5%	50.5%				FB-FR-430a.2 ¹	
Eggs from cage-free hens								
Stores that offer eggs from cage-free hens	Percentage (%)	92.8%					FB-FR-430a.2 ¹	
Whole eggs products that are cage-free (Life Smart brand)	Percentage (%)	66.7%	66.7%				FB-FR-430a.2 ¹	
Brown eggs that are cage-free (private label)	Percentage (%)	100.0%	100.0%				FB-FR-430a.2 ¹	
No GMO criteria (sweet corn in the produce section)								
Suppliers evaluated	Percentage (%)	100.0%						
Purchases evaluated	Percentage (%)	100.0%						
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%						
Purchases evaluated that meet our requirements	Percentage (%)	100.0%						
No GMO criteria (apples in the produce section)								
Suppliers evaluated	Percentage (%)	74.4%						
Purchases evaluated	Percentage (%)	100.0%						
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%						
Purchases evaluated that meet our requirements	Percentage (%)	100.0%						
No GMO criteria (potatoes in the produce section)								
Suppliers evaluated	Percentage (%)	69.8%						
Purchases evaluated	Percentage (%)	99.9%						
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%						
Purchases evaluated that meet our requirements	Percentage (%)	100.0%						

¹ For competitive reasons, the company does not disclose category revenue data.



Topic	Metric	2022	2021	2020	2019	2018	SASB	GRI
No GMO criteria (farmed Atlantic salmon)								
Suppliers evaluated	Percentage (%)	86.1%						
Purchases evaluated	Percentage (%)	98.8%						
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%						
Purchases evaluated that meet our requirements	Percentage (%)	100.0%						
Health, Nutrition and Well-being								
Private brand products that foster healthy eating (Irresistibles Life Smart, Irresistibles Organics, Irresistibles Naturalia, Irresistibles Gluten Free and Life Smart)	Number	475	402	429	417	403		
Increase of private brand products that foster healthy eating YoY (Irresistibles Life Smart, Irresistibles Organics, Irresistibles Naturalia, Irresistibles Gluten Free and Life Smart)	Percentage (%)	18.2%	-6.3%	2.9%	3.5%	6.8%		
Expired and discontinued medication recovered annually ¹	Kilograms (kg)	105,583.8						
Packaging and Printed Materials								
Single-use plastic shopping bags – food and pharmacy banners	Status	In-store banning in progress						
Variation of single-use plastic packaging compared to previous year								
Polystyrene foam trays (food banners, fresh products sections)	Percentage (%)	-5.5%						
Plastic wraps (food banners, produce section) ²	Percentage (%)	-14.4%						
Single-use produce bags (food banners, produce section)	Percentage (%)	-5.7%						
Polystyrene foam trays made of minimum 50% recycled content (food banners, fresh products section)	Percentage (%)	87.6%	74.7%					301-2
Recyclability of packaging (food banners, fresh products section)								
White polystyrene foam trays	Percentage (%)	62.1%						
Clear PET containers	Percentage (%)	97.0%						

¹ The data is calculated according to calendar year.² All food stores except Adonis.



Topic	Metric	2022	2021	2020	2019	2018	SASB	GRI
Variation of single-use plastic packaging in our store bistro areas compared to 2018								
Individually wrapped utensils	Percentage (%)	-66.8%						
Cutlery kits ¹	Percentage (%)	-53.9%						
Stir sticks ¹	Percentage (%)	Eliminated						
Flyers								
Variation of the total weight of the paper used in our food and pharmacy banner flyers compared to the previous year	Percentage (%)	-10.9%	-14.5%					
Private brands								
Average weight of private brand products packaging ²	Grams (g)	47.0 g	48.8 g	50.9 g	49.0 g	50.9 g		301-1
Private label products packaging components that are 100% recyclable or compostable – fibres only ²	Percentage (%)	93.0%	93.1%	92.3%	93.0%	93.0%		
Postconsumer materials in private brand products packaging ²	Percentage (%)	29.7%	31.0%	30.0%	30.0%	30.0%		
Private brand products packaging that includes sorting instructions ²	Percentage (%)	49.9%	44.0%	30.0%	27.0%	23.0%		
Environment								
Climate Change – Greenhouse Gas Emissions and Energy								
GHG emissions (total) ³	Metric tons (t) CO ₂ e	395,589.9 ⁴	396,023.5	406,136.4				
Direct (Scope 1) GHG emissions	Metric tons (t) CO ₂ e	266,631.8 ⁴	264,654.8	270,761.0				305-1
Energy indirect (Scope 2) GHG emissions	Metric tons (t) CO ₂ e	14,785.4 ⁴	14,668.3	17,872.0				305-2
Other indirect (Scope 3) GHG emissions for the categories: Business Travel, Waste and Upstream Transportation	Metric tons (t) CO ₂ e	114,172.7 ⁴	116,700.4	114,503.4				305-3
GHG emissions intensity	Kilograms (kg) CO ₂ e/sq. ft.	16.21 ⁴	15.83	16.51				305-4

¹ All food stores except Adonis.² Excluding drug, health and beauty private brand products.³ Includes the scopes specified in the following three lines.⁴ Data calculated on a rolling year ending in fiscal period 10.



Topic	Metric	2022	2021	2020	2019	2018	SASB	GRI
Fleet fuel consumed	GJ	278,425.6 ¹	274,344.1	269,339.0			FB-FR-110a.1	302-1
Gross global Scope 1 emissions from refrigerants	Metric tons (t) CO ₂ e	167,592.4 ¹	167,028.2	170,163.0			FB-FR-110b.1	
Operational energy consumed	GJ	5,764,368.7 ¹	5,762,867.9	5,893,486.1			FB-FR-130a.1	302-1
Food Waste								
Variation of food waste generated (corporate and franchised food stores) compared to 2016	Percentage (%)	-24.6% ¹						
Food waste generated (corporate and franchised food stores)	Metric tons (t)	52,162.5 ¹						
Food loss and waste generated (distribution centres)	Metric tons (t)	4,553.7 ¹						
Food loss and waste generated	Metric tons (t)	56,716.2 ¹						
Waste								
Diversion rate (total) ²	Percentage (%)	66.0% ¹	67.0%	66.5%	66.0%	65.0%		
Waste generated ²	Metric tons (t)	177,849.4 ¹	173,483.5	172,194.6	170,711.5	168,087.4		306-3
Waste diverted from disposal ²	Metric tons (t)	117,327.6 ¹	116,230.3	114,581.2	112,887.0	109,242.0		306-4
Waste directed to disposal ²	Metric tons (t)	60,521.8 ¹	57,253.2	57,613.4	57,824.5	58,845.5		306-5
Colleagues								
General Employee Data								
Employees ³	Number	49,026						
Employees (male) ³	Number	26,431						
Employees (female) ³	Number	22,593						
Employees (permanent) ³	Number	48,355						
Employees (temporary) ³	Number	671						
Employees (full-time) ³	Number	16,975						
Employees (part-time) ³	Number	32,051						

¹ Data calculated on a rolling year concluding at the end of the third quarter of fiscal 2022.

² Corporate and franchised food stores.

³ Data available for employees in administrative centres, distribution centres and corporate and franchised stores, excluding Adonis, Phoenicia and Première Moisson.



Topic	Metric	2022	2021	2020	2019	2018	SASB	GRI
Equity, Diversity and Inclusion								
Women in senior management positions	Percentage (%)	25.4%	24.1%	22.8%				405-1
Women in management positions in administrative and distribution centres	Percentage (%)	32.5%		23.7%	25.0%			405-1
Women in management positions in stores ¹	Percentage (%)	20.5%						
Women on the Board of Directors	Percentage (%)	33.3%	33.3%	31.0%				405-1
People from culturally diverse backgrounds in management and senior management positions ²	Percentage (%)	12.0%						405-1
Women and people from culturally diverse backgrounds in the mentorship program ²	Percentage (%)	63.0%						
Women in the succession plan ³	Percentage (%)	49.0%						
Management positions filled internally, including lateral movements and promotions	Percentage (%)	53.6%	56.0%	54.0%				
Hiring processes for management positions in which women were considered	Percentage (%)	65.2%						
New hires for management positions who are women	Percentage (%)	50.5%						
Senior management who have completed ED&I training	Percentage (%)	100.0%						
Ratio of basic salary of women to men ⁴	Percentage (%)	100.2%						405-2
Ratio of remuneration of women to men ⁵	Percentage (%)	98.3%						405-2

¹ Excluding Adonis, Phoenicia and Première Moisson.

² Voluntary self-identification survey.

³ If a person is identified as a potential replacement for more than one position, that person is counted more than once.

⁴ Non-unionized employees including executives.

⁵ Non-unionized employees including executives. Inclusive of incentives, bonuses, overtime pay and all other cash payments received during fiscal year.



Topic	Metric	2022	2021	2020	2019	2018	SASB	GRI
Employee Health and Well-being								
Lost Time Injury Frequency Rate ¹	Rate	2.65	2.73	2.77	2.81	3.10		403-9
Lost Day Severity Rate ¹	Rate	38.9	35.9	43.3	56.0	54.8		403-9
Employees covered by EFAP plan ²	Percentage (%)	100.0%						
Employees who are represented by a union	Percentage (%)	91.6%	92.0%	90.8%	89.3%	95.2%		
Collective bargaining agreements renewed in the year	Number	46	39	16	30	21	FB-FR-310a.2	407-1
Active workforce covered under collective bargaining agreements	Percentage (%)	80.8%	81.4%	82.1%	80.7%	85.8%	FB-FR-310a.2	407-1
Work stoppages ³	Number	0					FB-FR-310a.3	
Total days idle ³	Number	0					FB-FR-310a.3	
Communities								
Socioeconomic Contribution								
Corporate financial contributions	CAD	\$5.5M	\$3.9M	\$6.8M	\$4.1M	\$3.1M		
Employee donations	CAD	\$1.6M	\$2.1M	\$2.1M	\$1.9M	\$1.5M		
Customer and supplier donations	CAD	\$6.8M	\$2.9M	\$2.7M	\$2.7M	\$1.3M		
Food donation value	CAD	\$50.2M ⁴	\$46.9M ⁴	\$42.2M	\$42.9M	\$33.7M		
Non-food donation value (pharmacy)	CAD	\$1.2M						
Participating stores in METRO's food recovery program	Number	458	426	297	272	193		
Food recovered and redistributed with METRO's food recovery program ⁵	Kilograms (kg)	4,537,329 ⁴	4,701,319 ⁴	3,950,499	3,876,000	3,200,000		
Equivalence in meals of food recovered and redistributed with METRO's food recovery program ⁵	Number of meals	+ 9.0M ⁴	+ 9.4M ⁴	+ 7.9M	+ 7.8M	+ 6.4M		

¹ Employees in production sites, administrative centres, distribution centres, corporate and franchised stores as well as affiliated grocery stores. Number of lost time injuries or incidents * 200,000/number of hours worked. The 2018 to 2021 data covers the fiscal year while the 2022 data covers a rolling year ending in fiscal period 12.

² Employees in administrative centres, distribution centres and corporate and franchised stores.

³ No work stoppages in 2022 involved 1,000 or more workers.

⁴ Since some of the data is not available, it has been estimated.

⁵ Data also includes some Ontario distribution centres.

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