



metro

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# About METRO

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

As a retailer, franchisor, distributor, manufacturer and provider of e-commerce services, we operate or service a network of 983 food stores under several banners, including Metro, Metro Plus, Super C and Food Basics, as well as 640 pharmacies primarily under the Jean Coutu, Brunet, Metro Pharmacy and Food Basics Pharmacy banners.

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More than  
**\$20 billion**  
in sales

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A network of over  
**1,600**  
stores

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More than  
**97,000**  
colleagues

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Founded in  
**1947**

## About this report

This corporate responsibility report covers the operations and activities of the entire Corporation for the 2023 fiscal year ending on September 30, 2023. This is our second report since developing and publishing our third five-year Corporate Responsibility (CR) Plan for 2022–2026 for our food and pharmacy activities. In the CR Plan, METRO refers to the Corporation, and Metro refers to the conventional store banner. We continue to report on metrics based on the Sustainability Accounting Standards Board (SASB) Food Retailers & Distributors and Drug Retailers standards and, for the second year, on the Global Reporting Initiative (GRI) 2021 Universal 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 use of the future tense as well as expressions such as “commit,” “continue,” “aim,” “seek,” “targets,” “objectives” and other similar expressions is generally indicative of forward-looking statements. The forward-looking statements that may be set out in this report refer to hypotheses on the Canadian food and pharmacy industries, targets and the economy in general as well as our 2024 action plan and 2022–2026 CR 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 publication date and represent our expectations. METRO does not intend to update any forward-looking statements contained herein.

## For more information

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## Food (983 food stores)

	Supermarkets	Discount stores	Neighbourhood stores	Specialized stores
Québec <b>703</b>	195 Metro Metro Plus 11 Adonis	103 Super C	51 Marché Richelieu 319 Marché Ami	22 Première Moisson 2 Les 5 Saisons
Ontario <b>280</b>	131 Metro 4 Adonis	144 Food Basics		1 Première Moisson
<b>Total</b>	<b>341</b>	<b>247</b>	<b>370</b>	<b>25</b>

## Pharmacy (640 pharmacies)

Québec <b>526</b>	383 PJC Jean Coutu PJC Santé PJC Santé Beauté	143 Brunet Brunet Plus Brunet Clinique Clini Plus
Ontario <b>86</b>	9 PJC Jean Coutu PJC Santé	77 Metro Pharmacy Food Basics Pharmacy
New Brunswick <b>28</b>	28 PJC Jean Coutu PJC Santé PJC Santé Beauté	
<b>Total</b>	<b>640</b>	



Message from Our President and CEO

# Delivering Sustainable Business Performance

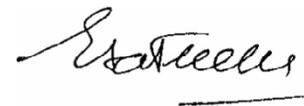
In fiscal 2023, METRO celebrated its 75<sup>th</sup> anniversary. Over the years, we have remained committed to making a positive impact in our communities as reflected in our purpose, which is to nourish the health and well-being of these communities. We believe that our approach to corporate responsibility is an asset in realizing our purpose and evolving our business to meet the changing needs of society. Once again this year, our teams have worked rigorously on our priorities, and we have made progress in these key areas.

Responsible procurement has been one of our key focus areas as we continue to improve the transparency of our supply chain. The disruptions in global supply chains over the last few years have highlighted the need for companies to exercise heightened due diligence. We are dedicated to this effort and continue to make progress in responsible procurement. As you will read in this report, we have entered into an agreement with a cloud-based platform to collect and analyze data from our suppliers to ensure that they comply with our Supplier Code of Conduct for responsible procurement, while enabling us to meet our responsible procurement objective on working conditions.

We are actively working to increase the resilience of our business by addressing physical and transitional climate risks. For the first time, we are disclosing these risks and opportunities in accordance with the Task Force on Climate-related Financial Disclosures (TCFD) framework. We completed our first climate scenarios analysis in compliance with the TCFD's 11 recommendations and are releasing our first TCFD report, which can be reviewed [here](#). Additionally, we are pleased to announce that we have adjusted the scope of our existing objective to align with the Science Based Targets initiative (SBTi) Standard. In November 2023, we committed to set near-term company-wide greenhouse gas (GHG) emission reduction targets while continuing to evaluate a Net-Zero target in our decarbonization plan.

We remain firmly committed to equity, diversity and inclusion (ED&I), as evidenced by our progress toward our objectives. We believe we are well positioned to meet our goals by 2026. As you will read in the [Colleagues](#) section of this report, the work is ongoing as we continue to foster an inclusive environment and empower our diverse workforce.

Our teams have been instrumental in navigating the challenges we faced over the last year and achieving the milestones outlined in this report. With their continued commitment, we will advance our priorities, driven by our determination to go above and beyond.



**Eric La Flèche**

President and Chief Executive Officer

Message from Our Vice President, Public Affairs and Communications

# Creating Shared Value

Our teams have been diligently working on major projects aligned with our CR Plan, demonstrating our determination to achieve our objectives. We have remained agile in our strategies, continuously tracking our goals and adjusting our approach as necessary. We are proud of the fact that we are making significant progress again this year and are well positioned to meet our corporate responsibility goals by 2026.

One notable advancement is our collaboration with SupplyShift, a platform that enables us to better collect and analyze data from our suppliers. Building on the pilot project launched in 2022, we established a partnership with SupplyShift that has enhanced our reporting capabilities, provided better visibility on our suppliers' compliance with our entire code of conduct and enabled us to identify risks and opportunities across our supply chain. Through such collaborations, we continue to improve our corporate responsibility practices.

Another noteworthy milestone we reached was completing our feasibility and costs analysis for achieving the SBTi Net-Zero Standard. This analysis led us to review our objective by committing to set near-term company-wide GHG emission reduction targets in line with the SBTi Standard.

As part of our ongoing efforts to address food waste, we developed customized strategies, such as dedicated working groups and new partnerships to improve our diversion rate. Our One More Bite program yielded positive results in 2023 in our fight against food waste, and we continue to collaborate with partners in Québec and Ontario to amplify its impact. You can read more about our efforts in the [Food Loss and Waste](#) section of this report.

We have made strides in managing our forest-related risks and opportunities through our disclosure to CDP Forests, while our newly developed Biodiversity Statement reflects our commitment to preserve biodiversity and consolidates our policies and objectives in this area.

I would like to thank all the teams involved in driving our corporate responsibility initiatives. Through their hard work and collaborative spirit, we have achieved the progress outlined in this report. We remain committed to our mission and look forward to even greater achievements in the years to come.



**Marie-Claude Bacon**

Vice President, Public Affairs and Communications

# Our Approach

Our **2022–2026 Corporate Responsibility Plan** was introduced last year and it outlines the company's key long-term objectives. It applies to our food and pharmacy activities and builds on METRO achievements and experience since our first CR Plan was launched in 2010. The CR Plan 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 all its stakeholders.

## Our 2022–2026 CR Plan at a Glance

### Our Priorities

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

- Responsible procurement
- Health, nutrition and well-being
- Packaging and printed materials
- Climate change
- Food waste
- Waste
- Equity, diversity and inclusion
- Socioeconomic contribution

### Our Business Fundamentals

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

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



# Our Business Fundamentals

Our seven business fundamentals are part of METRO's day-to-day operations. These principles, clearly identified in the materiality assessment, are key ESG factors for METRO. We are monitoring our performance for many of our business fundamentals and plan to increase our overall monitoring each 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. 48

## 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. 60

## 3. Data security

We collect 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 prevent inappropriate data use and protect the systems against malicious attacks and failures.

Please see:  
[METRO Annual Report 2023](#)

## 4. Responsible marketing

Marketing activities include advertising, promotion and sponsorships. We are committed to conducting these activities ethically and fairly. 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 2023](#)  
[CR Governance](#), p. 11

## 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:  
[Code of Ethics of the Directors](#)

[Employee Code of Conduct](#)

[Statement of Corporate Governance Practices](#)

**Governance and Reference Documents** at [metro.ca](https://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' performance.

Please see:  
[ESG Performance Data](#), p. 49

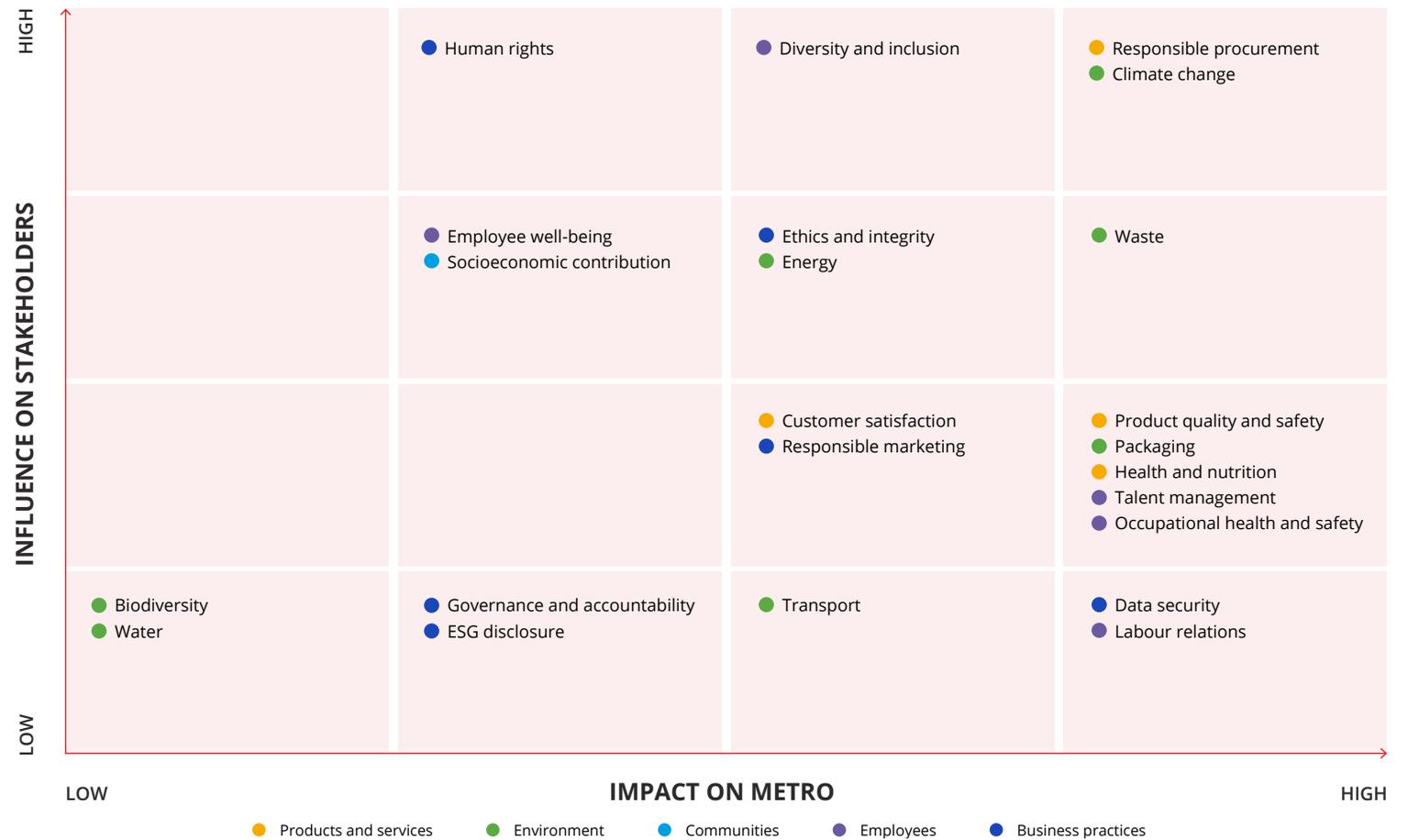
# Materiality

The content of this report is based on the materiality assessment carried out in 2021, where we identified, analyzed and prioritized the ESG issues that are most important to our stakeholders, providing the foundation of our corporate responsibility strategy and guiding our efforts. It allowed us to identify the eight priorities of our 2022–2026 CR Plan and our business fundamentals.

The ESG priorities identified in our materiality assessment are grouped under the four pillars of our approach: products and services, environment, colleagues and communities.

The assessment was conducted in collaboration with an external consulting firm, guided by internationally recognized sustainability standards:

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





# Engaging with Our Stakeholders

Our stakeholders are essential to our success. We know that we are stronger together and that achieving our corporate responsibility goals requires all stakeholders to be engaged and mobilized. Ongoing, transparent and effective communications with all our stakeholders is an important part of our corporate responsibility activities. It enables us to learn from various perspectives and

experiences and build a common language to proactively address concerns relevant to our business.

We use several communication channels to reach our stakeholders, customizing our approach as needed. The table below lists the communication channels most frequently used to discuss the most important topics:

Key Stakeholders	Communication Channels
Customers	Surveys Feedback to Customer Service Communications via 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 In-person or virtual meetings Conferences with analysts and investors Participation in studies (questionnaires and surveys)
Interest groups/non-governmental organizations (NGOs)	Discussions and meetings Participation in studies (questionnaires and surveys)
Community partners	Participation on committees Contributions and partnerships Employee volunteering
Industry	Association memberships Participation on sectoral committees Conferences
Legislators	Participation in industry initiatives Representation



# Corporate Responsibility Governance

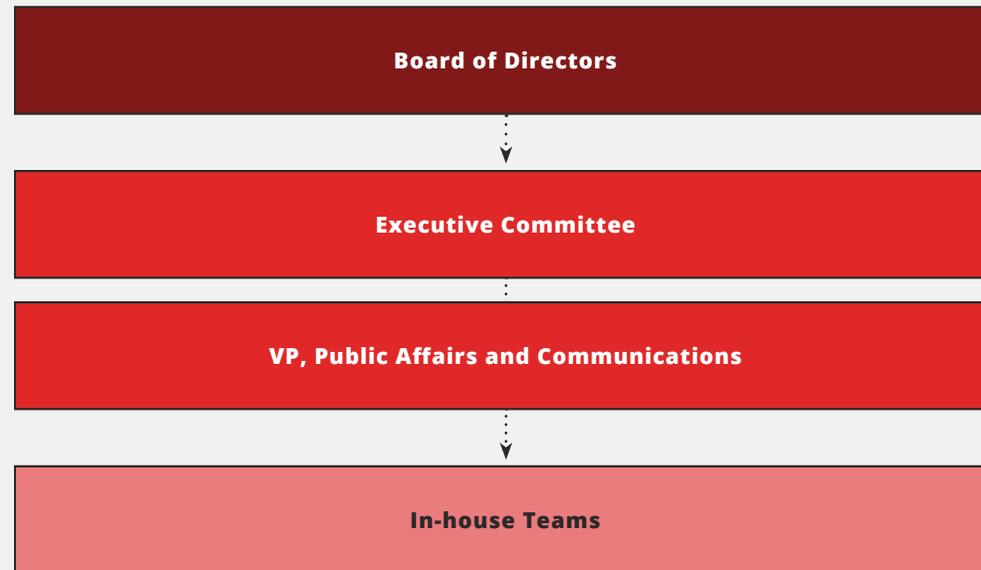
METRO’s corporate responsibility governance is integrated into the Corporation’s management structure, led by the executive team. It relies on specific individuals throughout the decision-making and implementation processes, all under the oversight of the Board of Directors.

## Board of Directors

Oversees the Corporation’s activities and disclosure related to corporate responsibility, including ESG matters through the Governance and Corporate Responsibility Committee. The Board approves corporate responsibility plans and reports.

## Executive Committee

Approves the corporate responsibility strategy and ensures priorities are aligned with the Corporation’s business strategy and that objectives are met.



## Vice Presidency, Public Affairs and Communications

Develops strategic corporate responsibility directives and reports on progress to the Executive Committee and to the Governance and Corporate Responsibility Committee.

## In-house teams

Reporting to the Vice Presidents responsible for the programs in the corporate responsibility plan, the teams assigned to the initiatives ensure continuous progress by working toward established goals and targets.



# PRODUCTS AND SERVICES

## Our Priorities

**Responsible Procurement**

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**Health, Nutrition and Well-being**

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**Packaging and Printed Materials**

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# Responsible Procurement

## VISION 2026

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.

## Respect for workers

In 2023, we partnered with SupplyShift, a cloud-based platform supported by a team of ESG experts, to collect and analyze data from our suppliers to assess their performance against all the principles of our **Supplier Code of Conduct for responsible procurement**, including respect for workers.

We initiated the surveying process, targeting more than 1,000 suppliers representing a diverse range of commodities, including meat and poultry, fish and seafood, and fruits and vegetables. Additionally, we extended our survey to encompass at-risk commodities for working conditions, such as cocoa and coffee, as well as suppliers with whom we have

significant purchase volumes. We achieved a response rate of 69%. We carefully assessed their responses and found that 71% of them meet our expectations, including those related to working conditions.

We believe in fostering lasting partnerships based on transparency and continuous improvement. Looking ahead, we will provide performance feedback to all our suppliers, with the aim of prompting them to improve both their practices and the accuracy of their responses. All non-compliant suppliers will undergo reassessment in the upcoming year, while we also expand the scope of this project to other suppliers.





## Animal welfare

At METRO, we prioritize animal health and welfare by ensuring our suppliers adhere to the Codes of Practice for the Care and Handling of Farm Animals developed by the **National Farm Animal Care Council** (NFACC) or an equivalent standard. We continue to document our suppliers’ practices on the farm, during transport and at the slaughterhouse with our animal welfare questionnaire. As part of our ongoing effort, we expanded this program this year to include farmed salmonids (salmon, trout and char). We developed a dedicated questionnaire for this category, which is now being completed by our suppliers.

### Improving housing conditions

Humane housing systems provide animals with the space and social interactions they need, reducing stress and promoting natural behaviours. This contributes to healthier livestock and improved overall well-being.

To underscore the significance we place on the industry’s commitment to phase out gestation crates by 2029, and to document our pork suppliers’ progress, including their conversion rate, we conduct regular meetings with them. Our Canadian pork suppliers, who account for most of our purchases, have achieved an average conversion rate of 67%.

METRO acknowledges that cage-free systems offer greater opportunities for hens to engage in their natural behaviours than enriched cages. However, there is currently no consensus regarding whether cage-free housing provides superior overall welfare for hens. We remain committed to offering both types of eggs and plan to expand our cage-free egg selection. As of 2023, cage-free eggs were available in 93% of our stores. 7% of our stores do not carry cage-free eggs given their limited square footage and the constraints this creates in terms of assortment in all categories. All whole eggs sold under our Life Smart private brand are organic and cage-free, including 100% of brown eggs.

## Deforestation

### CDP Forests

CDP Forests is an initiative that enables companies and governments to disclose their efforts in managing deforestation and promoting sustainable forest practices. Through CDP Forests, stakeholders gain valuable insights into the actions taken by organizations to address deforestation risks, contributing to greater transparency and collective efforts to combat climate change and preserve our planet’s vital forests.

In 2023, we disclosed our forest-related practices to CDP Forests for the first time, based on fiscal 2022 data. Responding to the CDP Forests questionnaire is another demonstration of our commitment to transparency while addressing deforestation in the retail sector. It also aligns with our values and long-term goals of minimizing environmental impacts and promoting sustainable supply chains. For more details, please refer to METRO’s **CDP Forests declaration**.

### Beef production

We recognize the significant role that beef production plays in global deforestation. To ensure that we contribute to mitigating this issue, we actively avoid sourcing products from regions with a high risk of deforestation. Our primary sources of beef are Canada and the United States and, in 2023, we documented the origin of 96% of the beef used in our private brands and perishable products and found that none of this beef comes from high-risk areas.

### CDP Forests

For the first time in 2023, METRO disclosed its forest-related actions to CDP Forests, underscoring our commitment to sustainability and transparency in addressing deforestation.

### Palm oil

Due to its significant role as a driver of deforestation, we avoid using palm oil whenever possible or we source it responsibly. To enhance transparency and accountability, we have developed a questionnaire to document palm oil provenance, volume and certification, which is now used during procurement tendering of our private brand products. We have completed the assessment of 98% of our private brand food products containing palm oil and found that 76% are using palm oil certified by the **Roundtable on Sustainable Palm Oil** (RSPO).

## Sustainable beef

As a proud member of the **Canadian Roundtable for Sustainable Beef** (CRSB) since 2016, in 2022, **Metro Ontario made the commitment** to buy three million pounds of beef from CRSB-certified sustainable Canadian farms and ranches by 2026. In 2023, we purchased an additional one million pounds, which brings us to a total of 2.65 million pounds of CRSB-certified beef since making this commitment.

## Genetically modified organisms (GMOs)

We have identified sweet corn, apples, potatoes and farmed Atlantic salmon as the main genetically modified food products available for human consumption on the Canadian market. In our efforts to avoid selling those food products, we meticulously document our suppliers' practices. In 2023, we assessed 92% of our corn, apple, potato and farmed Atlantic salmon suppliers, representing almost all our purchases, and none reported using GMOs.

## Sustainable fish and seafood

Product traceability is the foundation of our sustainable fish and seafood approach. 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 brand products to promote the principles of our policy. METRO also supports globally recognized third-party sustainable seafood certifications benchmarked by the **Global Sustainable Seafood Initiative** (GSSI) and highlights certification logos on its private brand products whenever possible.

Fish and seafood sustainability highlights:

- We obtained traceability for more than 98% of our purchases.
- 62% of our fish and seafood purchases were sourced from farms or fisheries certified by a GSSI-recognized standard.
- All categories under continuous improvement continue to achieve a performance rate close to 90%.
- Our new partnership with Ocean Disclosure Project (ODP) reinforces transparency and accountability in our sourcing practices, providing complete traceability for all our fish and seafood on our **ODP profile**.

### Recognition from SeaChoice

Maintaining its leadership position, METRO has again secured the **top rank** in terms of seafood sustainability and social responsibility among Canadian food retailers. With a score of 89% from **SeaChoice**, we outperformed our nearest competitor by 11% and surpassed the retail industry average by 21%. Our clear and robust **Sustainable Fisheries and Aquaculture Policy**, combined with the rigorous implementation of our traceability program, distinguishes METRO from its competitors. Notably, our labelling practices received a perfect score, demonstrating our commitment to providing comprehensive, high-quality information on our labels.



## Pharmacy

### Responsible cosmetics

METRO is committed to offering a line of responsible private brand cosmetics in its Jean Coutu and Brunet pharmacies. In 2023, we released our first **Responsible Cosmetics Statement**, which outlines our approach for these products. Responsible cosmetics, as we define them, are products for which the environmental and social dimensions, including human health, ethics and animal welfare considerations, have been taken into account to minimize the impacts associated with the ingredients that make up the product and its packaging. Developed following a scientific literature review combined with an analysis of the market and industry best practices, our definition is supported by the following five criteria:

- Prioritize responsible procurement in resource extraction and ingredient production.
- Ban animal testing.
- Minimize health risks to consumers from product use.
- Minimize the risks to ecosystems associated with the end-of-life disposal of products and their ingredients.
- Develop and select packaging and accessories that respect eco-design principles.

In 2023, in pursuit of responsible cosmetics, we initiated the characterization of our private brand cosmetics products, starting with makeup, makeup remover and makeup accessories. Using a new tool, this work will continue into

2024 and will allow us to identify products that already meet our definition and criteria for responsible cosmetics and to identify those that may require simple modifications to ensure compliance with our standards.

### Inclusive cosmetics and beauty products

We have pursued our efforts to further extend our cosmetics and health and beauty products offerings to the members of the Black community. We now provide these products to more locations to continue to better meet the needs of this community. Our national procurement teams have held numerous meetings to understand the specific needs of the Asian community and find products that will meet its requirements. Discussions on the possible rollout of products for the Asian community have already begun, and we are looking forward to pursuing these efforts over the coming year to deploy this product range.

## Resources

-  **Animal Welfare Statement**
-  **CDP Forests Declaration**
-  **Local Purchasing Policy**
-  **Responsible Cosmetics Statement**
-  **Supplier Code of Conduct for responsible procurement**
-  **Sustainable Fisheries and Aquaculture Policy**

# Health, Nutrition and Well-being

## VISION 2026

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 2023, we saw developments primarily in ingredient-based products under the Life Smart Organic brand, such as eggs, beef cuts and fish fillets. These offerings grew by 10% this year compared to 2022. With the increasing popularity of larger product formats and the prevailing health and well-being trends in Canada, we will continue to explore opportunities in the next year to develop larger value formats of our best-selling lines under our Life Smart Naturalia and Organic brands, as well as other products that promote health for all.

The primary role of the pharmacies in our network is to provide customers with the products and professional services they need for their health and well-being. As neighbourhood stores, they also offer everyday items, including food, health and beauty, and baby products. In 2023, we continued to develop our approach to identifying health and well-being products that help customers adopt healthy lifestyles. In the coming year, we will work to enhance well-being in our promotional and marketing tools, as well as on our digital platforms, to continue to protect and promote the health and well-being of our customers.



## Empowering our customers

**My Health My Choices**, the Metro banner's guide to helping customers simplify the process of making the best product choices based on their own lifestyles, values or health needs when they shop, added four new attributes. More than 7,800 products — found in-store, online and on the My Metro app — display one or more of the program attributes, now totalling 39. The attributes added this year are Cardio Focus, Digestion Focus, Bone Focus and Appetite Focus.

## Professional services in our pharmacy network

Our purpose — to nourish the health and well-being of our communities — is embodied in the essential front-line role pharmacists and their teams play in their communities in our vast network of 640 pharmacies. In 2023, the Ontario pharmacists' scope of practice was broadened, allowing the assessment of, and prescribing for, 19 common ailments including skin rashes, conjunctivitis and urinary tract infections. These are new professional acts that facilitate accessibility to healthcare for patients within their communities, as has been the case in Québec since 2020.

## Vaccine awareness

Vaccination is a key professional act that pharmacists can perform to promote health and well-being within communities by reducing the risk and spread of serious illnesses. Various communication channels were used to raise public awareness of vaccination. Over the past year, priority has been given to influenza and COVID-19 vaccines, as well as to the shingles vaccine offered free of charge to high-risk individuals in Québec.

## Appropriate use of medication

The effectiveness of drug treatments depends on using them appropriately. We have continued our efforts to raise public awareness of the risks of misuse. We ran a targeted communication campaign for parents and caregivers on the proper use of pediatric analgesics, with an emphasis on preventing misuse and dosage errors at a time when common dosage forms were limited. We also continued to promote the safe disposal of medicines through the medicine and syringe recovery program offered in all our pharmacy networks, so that consumers can conveniently dispose of expired or discontinued medications and used syringes.

## Smoking cessation

Pharmacists in our networks offer support and advice to quit smoking and can prescribe, based on their assessment, an appropriate smoking cessation therapy. Ontario pharmacists were provided with a continuing education program to ensure they received current training on the topic of smoking cessation to support them in providing this service to patients. Several promotional activities, including in-store and digital flyer ads, were held in Ontario. In Québec, pharmacists affiliated with the Jean Coutu network continued their long-standing partnership with the Quit to Win! Challenge, during which participants stop smoking for six weeks, and an annual awareness campaign was launched in January, providing information in stores and on our banners' digital platforms.

# Packaging and Printed Materials

## VISION 2026

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.

Our **Packaging and Printed Materials Management Policy**, launched in 2019 and updated in 2022, guides the actions of our teams and suppliers in the effective management of our packaging and printed materials.

This year, we created a committee with members from our different banners and business sectors to oversee the implementation of our policy and promote its principles across all our activities.





## Reduce single-use plastics

This year, our efforts were focused on increasing the recycled content and recyclability of our plastic containers in the fresh products sections of our food stores. In 2023, we started using only polystyrene trays that contain no chemical pigments or dyes and are made of more than 50% recycled content. To facilitate the recycling process, we have also eliminated all coloured plastic containers and packaging, whether polystyrene or PET, and have started to remove hard-to-recycle plastics such as polystyrene and PVC.

We have also introduced initiatives to reduce overpackaging and the use of single-use plastics. For our seafood products, we now use northbox® OCEAN™ insulated boxes, made from 100% recyclable materials. This initiative is used for the packaging of our bulk fish products, including the majority of our Canadian salmon delivered to stores. It will remove more than 40,000 kg of polystyrene from circulation each year. We are also evaluating alternatives to single-use plastics in the fresh products section.

## More sustainable private brand packaging

We continue to optimize private brand packaging and aim to select materials with the smallest environmental footprint possible.

Many initiatives have been launched, including the use of trays made from transparent rPET, a fully recycled and recyclable material, for all pre-packaged meat and fish products distributed in our Ontario food banners and sold under the Irresistibles brand. We have also replaced most of the packaging for our frozen vegetable offering — 39 separate products — with recyclable materials.

We are also on track to meet our target of increasing postconsumer materials in the packaging of our private brand products. In 2023, this proportion is 38%, compared to 36% in 2022. For example, the Selection and Irresistibles jam jars are now made from 100% postconsumer recycled glass, replacing 323 tonnes of virgin glass with recycled glass.

## Promotional material

Once again this year, we achieved our objective of reducing the weight of paper used in our flyers, reducing it by 12% compared to 2022.

To achieve this, we have implemented several initiatives, including optimizing the distribution of our flyers across the territory, considering seasonality in the number of pages, and discontinuing distribution in certain areas. We are continuing our efforts to control our distribution more precisely and further improve our results.

## Resources

- [Better Packaging for Better Recycling](#)
- [Packaging and Printed Materials Management Policy](#)
- [Responsible Packaging Training Module](#)



# ENVIRONMENT

## Our Priorities

**Climate Change**

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**Waste**

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**Food Loss and Waste**

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# Climate Change

## VISION 2026

Our ambition is 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, 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 GHG emissions and improving our resiliency. We have continued this year to work on our strategies and initiatives to achieve our targets and improve our overall performance.

For a comprehensive understanding of our strategy and performance to reduce our GHG emissions, as well as our methodology, please refer to our [GHG Emissions Infosheet](#) and consult our [Methodology for Reporting Our GHG Emissions](#).





## Climate governance

Climate change is a key concern that our company recognizes and addresses at all levels of our governance structure. To address this issue effectively, we have established the Climate Change Committee, which brings together colleagues from multiple departments within the company and aims to develop a shared vision and a robust roadmap for addressing climate change.

We gain valuable insights and continuously improve our performance by establishing a strategy to identify, quantify, and manage climate-related risks and opportunities. This approach also ensures that our commitment to climate action and corporate responsibility is deeply integrated into our business activities.

The Climate Change Committee regularly updates METRO's Environmental Committee, which, in turn, reports annually to the Governance and Corporate Responsibility Committee of the Board of Directors. In situations where significant climate-related or environmental matters arise, they will be brought to the attention of the Board of Directors.

## Climate risks and the TCFD

Given that climate change is a risk for METRO and many stakeholders across the food sector, it is imperative to understand its potential impact on our operations.

In 2022, we announced our support to the **Task Force on Climate-related Financial Disclosures** (TCFD) and our commitment to implement actively TCFD's 11 recommendations in the coming years. We developed a roadmap to continuously broaden our understanding of climate-related risks and align our reporting with the recommended guidelines.

As part of the recommendations, METRO undertook its first climate scenario analysis in 2023 to proactively identify and evaluate potential climate-related risks and opportunities in 2030, 2050 and 2090. The results of this analysis will be used to provide additional information to all stakeholders. This work allows us to effectively identify and prepare for the impacts of climate change on our business models.

To further support our efforts related to climate, for the 15<sup>th</sup> consecutive year, we have submitted our CDP climate change declaration covering the 2022 fiscal year. For more details, please refer to METRO's **TCFD report** and **CDP climate change declaration**.

## Climate mitigation ambition

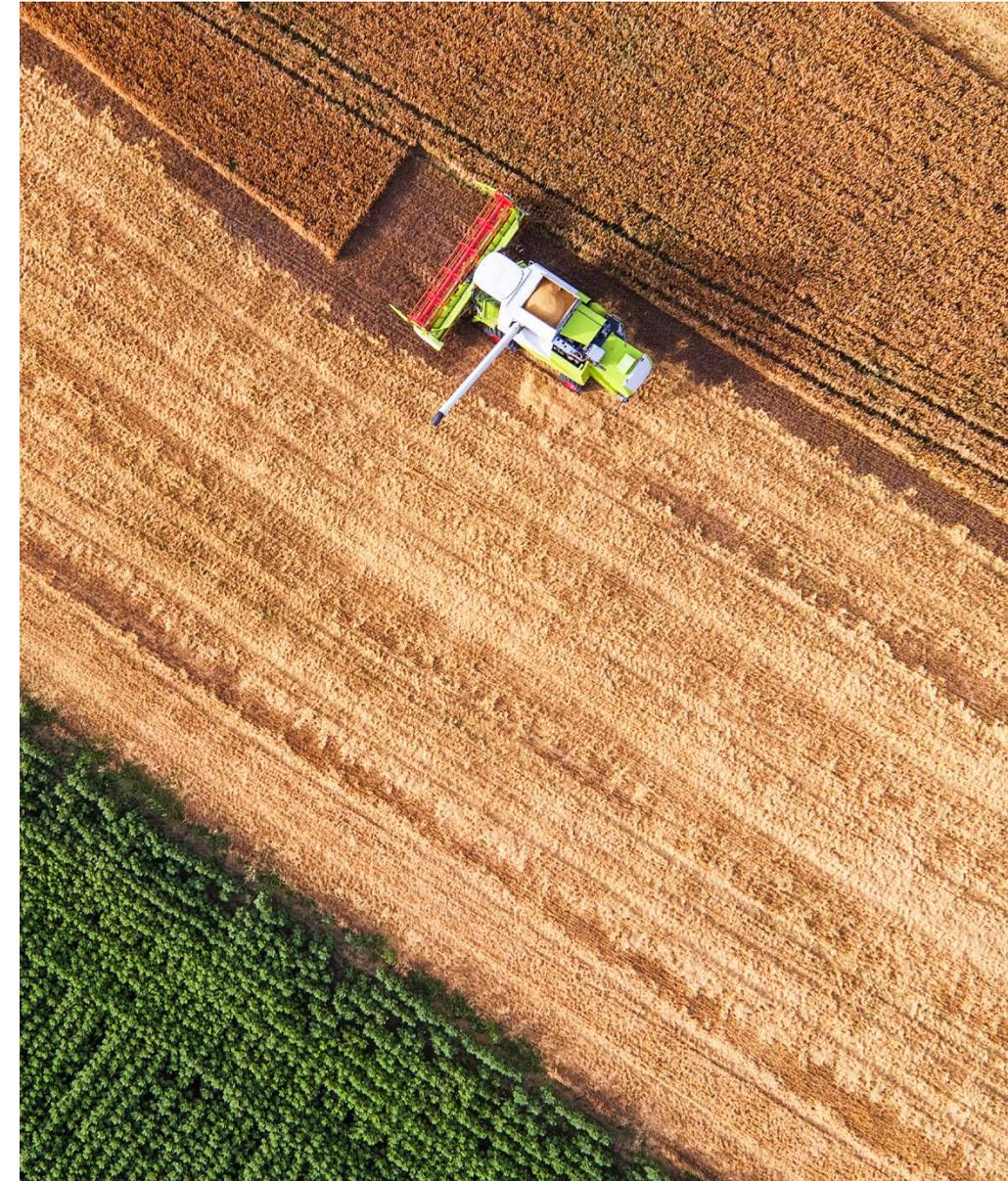
In 2023, we continued our efforts to reduce GHG emissions by 37.5% of Scope 1 and Scope 2 and some Scope 3 categories by 2035 compared to 2020. Following our commitment to rigorously evaluate the feasibility and costs of achieving the Science Based Targets initiative (SBTi) Net-Zero Standard, we reviewed and adjusted the scope of our existing objective. In November 2023, we committed to set near-term company-wide GHG emission reduction targets in line with the SBTi Standard, becoming one of the first Canadian companies to commit to set targets to reduce GHG emissions originating from “forest, land and agriculture” (FLAG).

By committing to set these new targets, we are not only tackling emissions related to energy and industry but also our Scope 3 FLAG emissions within our supply chain.

Our new near-term science-based targets aligned with SBTi<sup>1</sup> consist of:

- Reducing absolute Scope 1 and Scope 2 GHG emissions by 42% by 2030
- Having 45% of our suppliers by spend with science-based targets by 2028
- Reducing absolute Scope 3 GHG emissions from purchases of goods and services by 25% by 2030
- Reducing absolute Scope 3 GHG emissions from downstream transportation and distribution by 25% by 2030
- Reducing Scope 3 FLAG GHG emissions by 30% by 2030

The above science-based targets, which have yet to be approved by SBTi, are consistent with the level of decarbonization required to keep global temperature increases to 1.5°C compared to pre-industrial temperatures and are built on a solid foundation and a robust decarbonization plan. We believe committing to set near-term and FLAG targets, while continuing to evaluate a Net-Zero target in our decarbonization plan, is the best path forward for our company to address climate change.



<sup>1</sup> Our science-based targets percentages have been calculated based on SBTi methodology, with a 2023 baseline year.

## Performance toward current GHG reduction target

For the second year, we are reporting both our total amount of GHG emissions as well as our GHG emissions relative to our size, expressed in square footage (intensity)<sup>1</sup>.

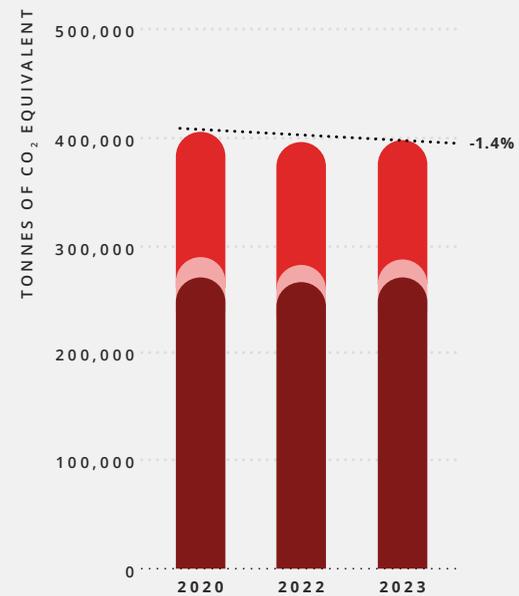
### Corporate and franchised stores and distribution and manufacturing centres — Québec and Ontario

<b>2023</b>	<b>16.28</b> kgCO <sub>2</sub> e/sq. ft.
<b>2022</b>	<b>16.21</b> kgCO <sub>2</sub> e/sq. ft.
<b>2020</b>	<b>16.51</b> kgCO <sub>2</sub> e/sq. ft.

METRO’s GHG emissions are still below our 2020 baseline year but have risen slightly since 2022. This variation can be explained by a refrigerant leak that occurred at one of our distribution centres as a result of an equipment malfunction and the increase in carbon intensity for the electricity grid in Ontario. Putting aside these two events, we note that the majority of our emissions per category have remained stable since 2022, although they could have continued to grow proportionally to the growth of our business. This is attributed to METRO’s commitment to reducing GHG emissions through a strategic approach, and ongoing efforts to improve transportation efficiency, implement energy retrofits and convert refrigerants.

### Sources of our GHG emissions

For disclosure year 2023



**397,502t**

Total CO<sub>2</sub> Emissions

● Scope 1 ● Scope 2 ● Scope 3

#### SCOPE 1

- Refrigerant leaks — **43.55%**
- Transport — **4.69%**
- Building energy consumption (Fuel) — **19.80%**

#### SCOPE 2

- Building energy consumption (Electricity) — **3.93%**

#### SCOPE 3

- Waste elimination — **12.57%**
- Merchandise transport — **15.29%**
- Business travel — **0.17%**

<sup>1</sup> Methodology: GHG data was calculated by the Greenhouse Gas Protocol. The reporting period reflects a rolling year ending in the fiscal period 10.

## Decarbonization plan

To reduce our GHG emissions at a pace consistent with the level required to keep global temperature increases to 1.5°C, METRO has developed a robust decarbonization plan that encompasses all significant sources of emissions, grouped across six areas:

- Use natural refrigerant
- Invest in renewable energy sources
- Electrify part of its fleet of vehicles and improve its fuel efficiency
- Engage with key suppliers to reduce their emissions
- Install electric-vehicle (EV) chargers for customers
- Reduce food waste in the value chain

For more details, please refer to our [GHG Emissions Infosheet](#) and our [Climate Change FAQ](#).

## Biodiversity

Recognizing the close interdependence between the food industry and biodiversity, in 2023, METRO published its first **Biodiversity Statement**, which consolidates METRO's policies, objectives and commitments related to preserving biodiversity and details our expectations for our suppliers concerning this topic.

METRO seeks to limit its impact on biodiversity and to conserve natural resources, as defined in the environmental protection principle of its Supplier Code of Conduct for responsible procurement. We identified the following four priority environments where we could have an impact and have structured our criteria and recommended practices accordingly:

- Forest environments
- Marine and aquatic environments
- Agricultural environments
- Operating environments

Additionally, our voluntary disclosure to both CDP Climate Change and CDP Forests demonstrates the importance we put on addressing biodiversity issues in our procurement and environmental strategies and across our operations.



Our new automated distribution centre located in Terrebonne, Québec, is built to meet our sustainability requirements. The automated distribution centre is almost 600,000 square feet, with LED lighting and natural-refrigerant systems. The distribution centre has already integrated 20 EV charging stations for employee use and plans on deploying up to six electric charging stations for our transportation fleet (shunt trucks and Class-8 tractors).

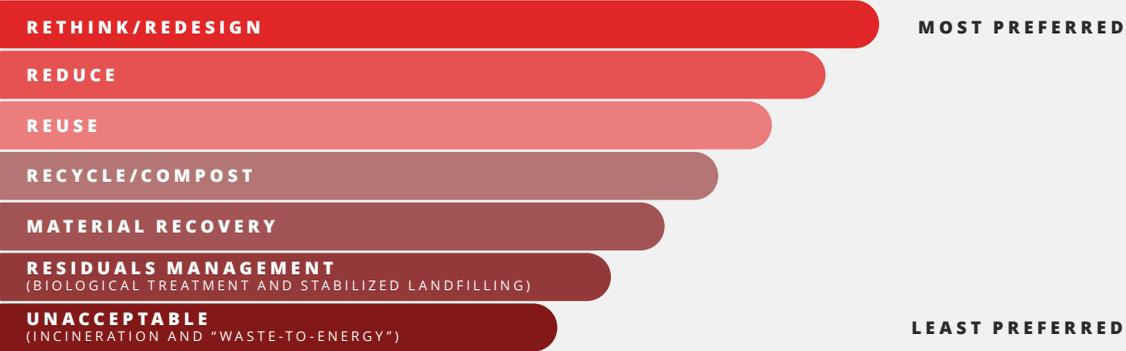
# Waste

**VISION  
2026**

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.

For a comprehensive understanding of our strategy and performance to reduce waste going to landfill, please refer to our [Waste Diversion Infosheet](#).

## Zero waste hierarchy



## Our progress on waste

The waste objectives related to diversion in our 2022–2026 CR Plan are focused on two targets: one for stores and one for distribution and production centres.

For our stores, we aim to have 25% of them achieve zero waste (90% diversion and above), and 25% achieve a diversion rate between 80% and 89%, while ensuring all attain at least 50% diversion. Our overall store diversion rate for 2023 is 66%, indicating stability compared to 2022, although we observed improvement in every category.

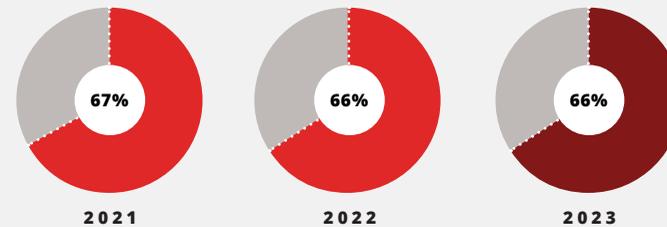
### Percentage of stores per diversion rate category

% of Stores	2022	2023
Achieve zero waste in 25% of stores	1%	1%
Achieve 80% to 89% diversion in 25% of stores	12%	16%
Achieve at least 50% diversion in all stores	86%	89%

For distribution and production centres, we aim to achieve zero waste. In 2023, their diversion rate was 71%. We see an improvement as a result of increased employee awareness, new programs and more accurate data provisioning through partnerships with service providers.

## Store waste diversion over the years and 2023 waste composition

### Waste diversion over the years

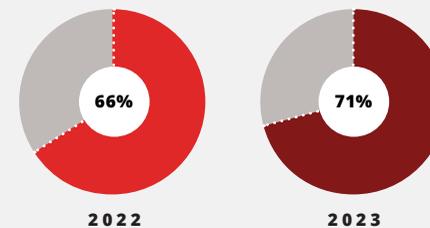


### 2023 waste composition



## Distribution and production centres waste diversion over the years and 2023 waste composition

### Waste diversion over the years



### 2023 waste composition





### Exploring new partnerships

We look for other ways to divert unsold food from landfill. This year, we piloted a program with Ontario Wildlife Rescue centres to offer unsold food to feed injured and orphaned animals in the care of government-authorized rescue centres.

We also launched a pilot with Loop Resource in Ontario. Through this pilot, food no longer fit for human consumption is used as feed for farm animals. We will continue to evaluate the effectiveness of these pilots and determine next steps, opportunities and expansion in 2024 and beyond.

### Training and awareness

To empower team members across the organization with the knowledge required to actively participate in waste-related programs, we continue to deliver enhanced training. This year, we introduced shift meetings and messaging on digital screens at distribution centres. At stores, we launched a pilot that uses clearer signage than previously used to ensure team members are aware of materials accepted in the various recovery programs.

Operations leaders at our distribution centres and stores have assumed an even greater role as catalysts behind waste diversion efforts. At the store level, “Environment Influencers” also help promote a sustainability culture among colleagues. An enhanced collaborative approach through various interdepartmental committees and task forces has been implemented to identify the root causes of waste-related issues and align on solutions.



# Food Loss and Waste

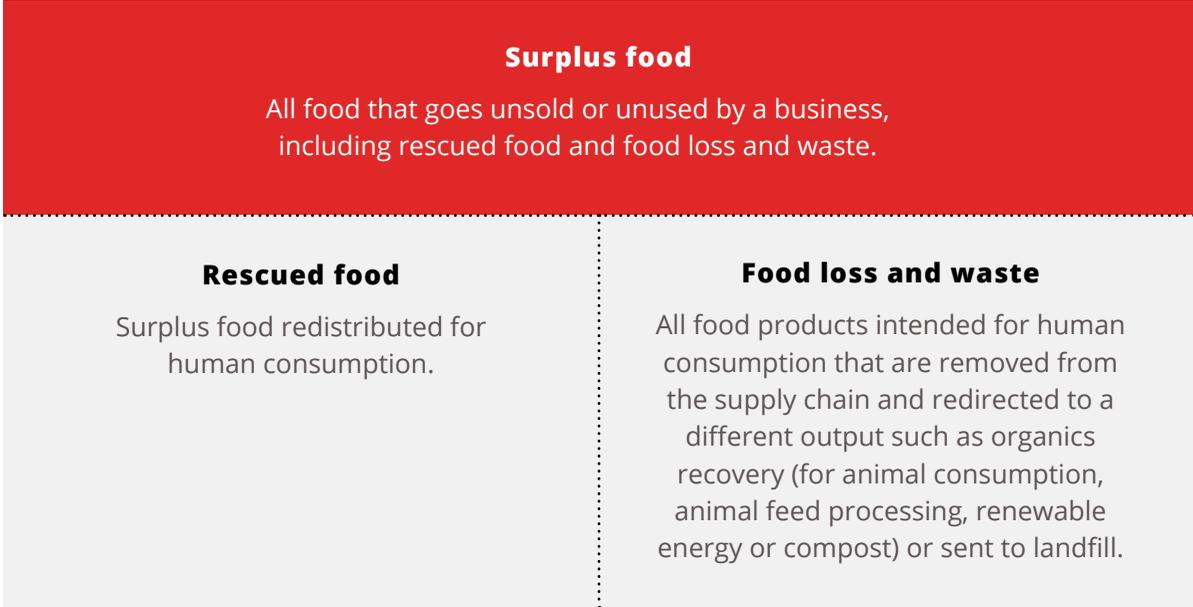
**VISION  
2026**

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.

In 2019, METRO committed to reducing its food loss and waste (FLW) in our activities by 50% by 2025, from a baseline year of 2016. Our methodology is aligned with the **Food Loss and Waste Accounting and Reporting Standard**, which states that food is only considered to have been lost or wasted if humans do not consume it. As a food retailer, ensuring food reaches our customers is our core business; therefore, our reduction efforts focus on ensuring food gets eaten by people by selling it at a discount in-store or on food rescue apps, repurposing it in meals prepared in-store or donating it to our One More Bite partners.

For a comprehensive understanding of our strategy and performance to reduce food loss and waste, please refer to our **Food Loss and Waste Infosheet**.

## Defining food loss and waste



## Our progress

As of July 2023, we have reduced food loss and waste in our stores by 21% compared to our overall goal of 50% by 2025. We use an intensity metric (metric tonnes of FLW/million dollars of food sales) to account for the growth of our operations when analyzing performance. For more information on our methodology, please refer to the [Food Loss and Waste Infosheet](#).

Although our 2023 performance is lower than our 2022 performance, METRO made considerable progress compared to 2016. This year's performance is due to a larger proportion of food found in our sampled

stores' waste streams (destined for landfill) compared to last year. Our efforts in reducing FLW are apparent in other key performance indicators, such as a notable increase in food rescued through expanding partnerships with food rescue apps like [FoodHero](#) and [Too Good To Go](#), and more food donated through our One More Bite program.

We are confident that we are putting every possible effort into reducing food loss and waste but recognize that achieving 50% by 2025 will require further efforts to meet our objective. The actions that are easily achievable and have been successfully implemented are already in place and are continuously being optimized. Our focus is now on innovative

solutions to meet our 50% goal. As we value accountability, believe in continuous improvement and adhere to a rigorous methodology, we recognize that achieving our goals may require additional time.

While our distribution and production centres are outside the reduction target's scope, we also report on their FLW ratio (kilograms/square foot). The lower the ratio, the lower the FLW generated. This year, our ratio was 0.70 compared to 0.83 in 2022.

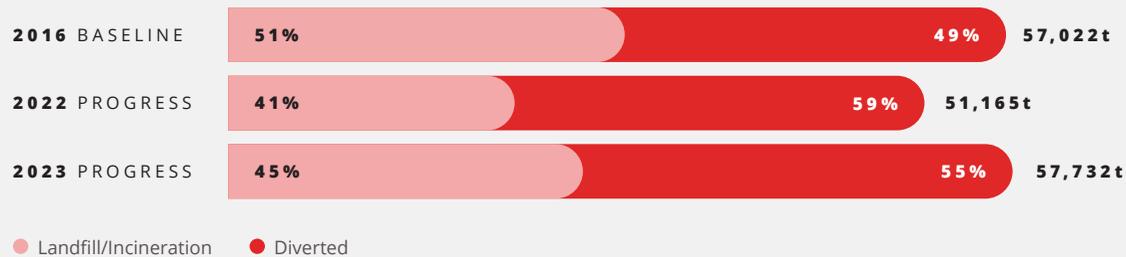
## Our actions to reduce food loss and waste

Our strategy to reduce FLW is two-fold: manage food surplus when it occurs, and work to prevent it from happening in the first place by investigating root causes, improving our inventory management and taking preventive actions to protect the lifespan of our products.

We have two partnerships with food rescue apps. [FoodHero](#) is available in 118 Metro stores in Québec, while [Too Good To Go](#) is available in 126 Metro stores in Ontario. These apps not only save thousands of meals or hundreds of metric tonnes of wasted food but also engage our customers in the fight against FLW. These partners provide tools to consumers to be creative with food rather than wasting it.

### Food waste from stores diverted from landfill

%/metric tonnes of waste generated



### Distribution of stores' rescued food

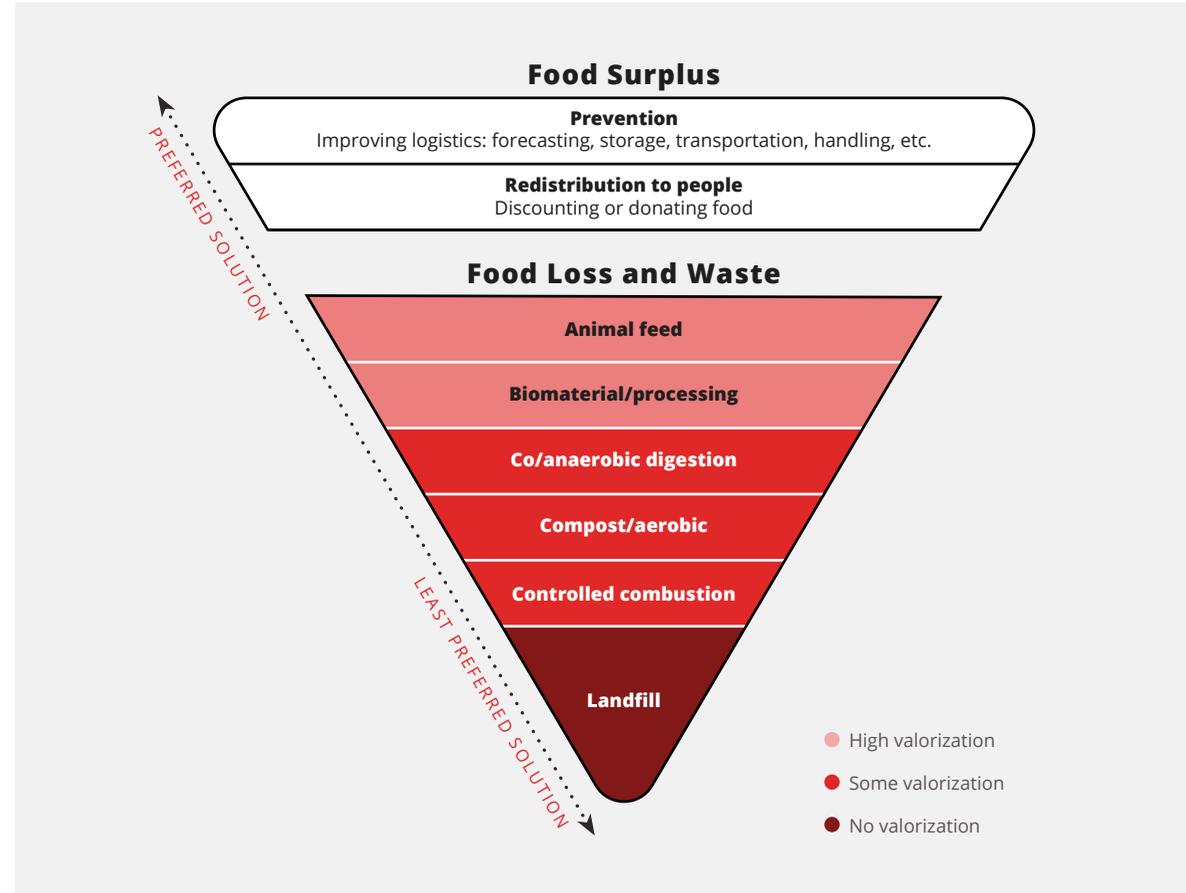


### Valorization of food loss and waste

At METRO, we prioritize sending food products that cannot be sold or donated for human consumption to end-destinations with the highest possible value (valorization) and lowest environmental impact. Therefore, our action plan focuses on prioritizing destinations with high valorization, such as animal feed or biomaterial/biochemical processing; destinations with some valorization, such as anaerobic digestion and compost; or destinations with no valorization, such as landfill.

### One More Bite

The year 2023 marks the 10<sup>th</sup> anniversary of the One More Bite program, METRO’s flagship initiative in the fight against food waste. From a pilot project with 12 Montréal stores participating in 2013, 502 Metro, Super C, Food Basics and Adonis stores in Ontario and Québec are now participating in the fight against food insecurity while keeping waste out of landfill. In 2023, approximately four million kilograms of food have been recovered by our partners — Feed Ontario, Second Harvest and Food Banks of Québec. That’s the equivalent of more than eight million meals that have been redistributed and consumed by people in our communities.



**METRO has a long-standing partnership with various food banks across Québec and Ontario, where we donate the equivalent of approximately eight million meals each year through our One More Bite program. Most of our stores are paired with a local food bank and donate surplus food weekly.**

### Resources

- [Biodiversity Statement](#)
- [CDP climate change declaration](#)
- [Climate Change FAQ](#)
- [Environmental Policy](#)
- [Food Loss and Waste Infosheet](#)
- [GHG Emissions Infosheet](#)
- [Methodology for Reporting Our GHG Emissions](#)
- [METRO’s TCFD report](#)
- [Supplier Code of Conduct for responsible procurement](#)
- [Waste Diversion Infosheet](#)



# COLLEAGUES

## Our Priorities

**Equity, Diversity and Inclusion**

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**Health, Safety and Well-being**

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# Equity, Diversity and Inclusion

## VISION 2026

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 product 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.

We are dedicated to maintaining a fair, diverse and inclusive workplace and are continuing our efforts to achieve our objectives and support an inclusive culture. This year, we implemented an ED&I data management software that allows us to closely monitor our progress and take

targeted actions. Additionally, our partnership with the Canadian Centre for Diversity and Inclusion (CCDI), which we joined in 2021, continues to help us stay informed about best practices, enhancing our commitment to always better embed ED&I in our corporate culture.



## Employee Resource Groups

Our three Employee Resource Groups (ERGs), listed below, were active throughout 2023. We organized activities that were well received and well attended, including the following:

- The Black Community Leadership Network organized an event formatted as “speed dating” where METRO’s VPs and Black community members had the opportunity for one-on-one discussions and mentoring.
- women@metro organized a discussion panel about women and their roles in the organization while Metro&elles, the working group in Québec, launched a series of podcasts with influential Québec businesswomen who shared their stories and experiences as professionals.
- The LGBTQ2+ Leadership Network organized an online event during Diversity Week to promote its ERG throughout the company.

Launched in 2023, Young Ambassadors, our fourth ERG, aims to empower young professionals by facilitating the exchange of professional experiences. It also allows them to explore ways to advance their careers and enhance their visibility within the company while fostering networking opportunities and providing access to relevant content tailored to their needs.

## Self-identification survey

The voluntary self-identification survey was launched in Québec for office employees in 2021, in food stores and distribution centres in 2022 and in pharmacies in 2023, enabling all employees to complete the survey at least once for our first round of data collection.

The survey will be conducted every two years among all employees from both Ontario and Québec, to assess and compare the level of inclusion experienced by each surveyed minority group. The insights gained from the survey will help us improve our actions to foster inclusivity.

As we continue to deploy actions to foster inclusivity, we will also keep analyzing the data and results in our ED&I data management software to better understand our colleagues, make comparisons between minority and majority groups and help guide our actions to benefit minority groups in our organization.

## Learning series

We have introduced two additional virtual training modules on ED&I as part of our inclusive culture learning series. These 20-minute modules include video capsules and interactive activities catering to all office employees. The first module, *Diversity is Us!* launched in 2022, focuses on diversity definitions, while the second module, *Know Yourself to Better Understand Your Environment*, explores unconscious bias, microaggressions and privileges. The third module, *Cultural Intelligence for Inclusive Collaboration*, delves into intercultural differences between groups. Collectively, these modules enhance the inclusive leadership practiced by everyone in the workplace.

## Diversity Week 2023

Once again, METRO celebrated its Diversity Week in March with a range of activities that focused on the following key themes:

- Indigenous Peoples
- ED&I at METRO
- Minority groups in the workplace
- LGBTQ2+ community
- Racism and discrimination

Throughout the week, we hosted a series of 12 events that featured inspiring speakers and storytellers. Barbada de Barbades, a captivating drag queen, shared her personal journey, shedding light on the art of drag. Additionally, Johnny Wylde, an Indigenous individual, delivered a heartfelt testimony, sharing the challenges faced by his community, including the lasting impacts of residential schools and the profound loss they have experienced.

During Diversity Week, we actively shared 35 articles, videos, podcasts and other informative resources centred around ED&I. A comprehensive employee survey was conducted, revealing an overall satisfaction rate of 87% in Québec and 82% in Ontario.

## Understanding our customers

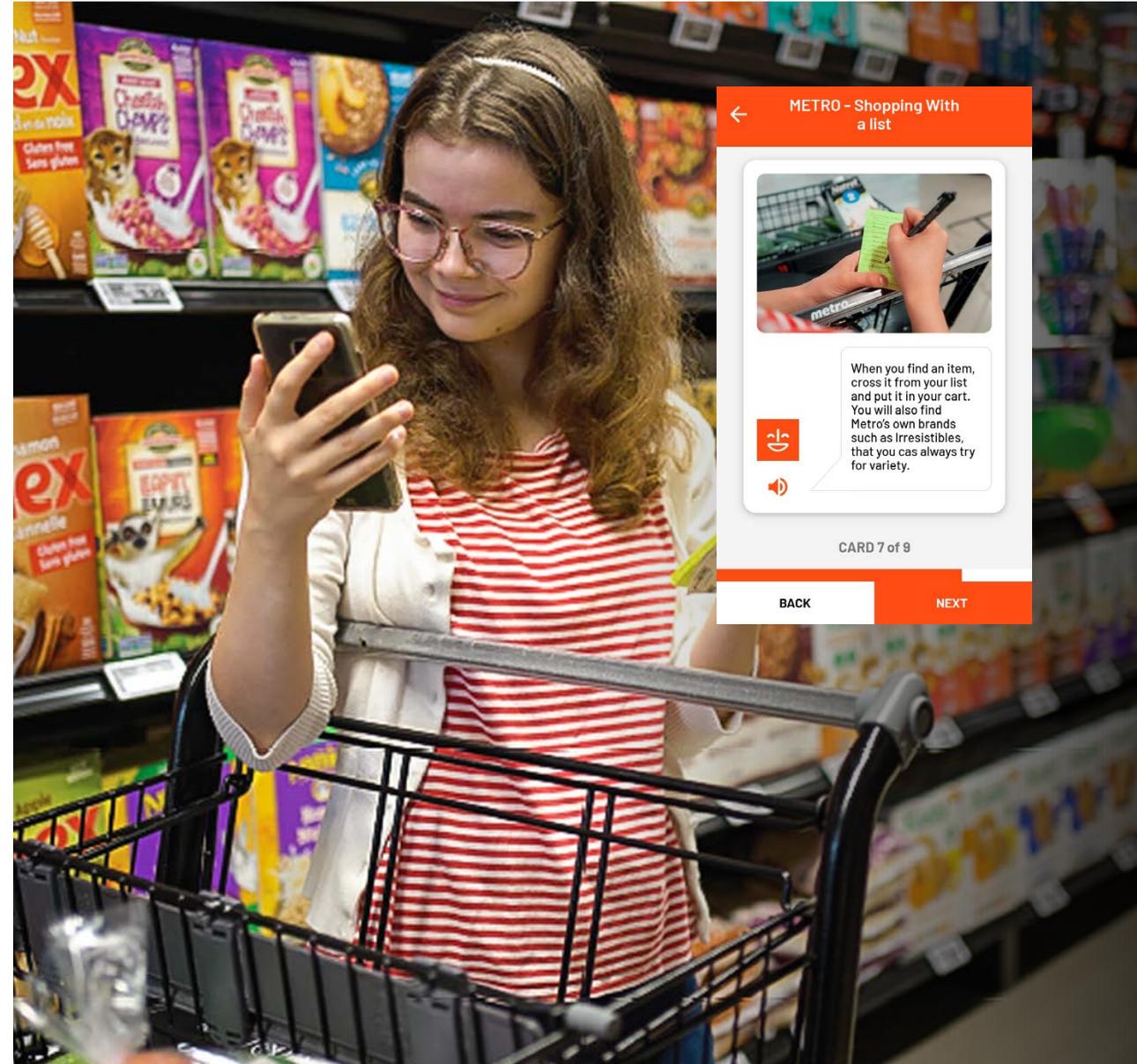
We believe in extending inclusivity to the people and communities we serve. At METRO, we have taken significant steps to ensure that everyone, including our customers, feels a sense of inclusion that mirrors our values and efforts within our organization.

- In Ontario, since October 2022, store employees in all banners can display the languages they speak on their identification badges. This means that customers can approach employees who speak their preferred language, facilitating the shopping experience for a diverse customer base.
- In addition, Metro is proud to be the first Canadian grocery store to participate in the MagnusCards initiative. This is an application that supports autistic and neurodiverse people, enhancing their autonomy and facilitating their shopping experiences. While shopping in our Metro and Jean Coutu banners, these customers can now refer to the MagnusCards application for guidance during the various stages of shopping.

- METRO is a proud signatory of the **Charte des employeurs pour la persévérance scolaire** launched in 2022 by the Fédération des chambres de commerce du Québec and developed in collaboration with METRO. We are committed to implementing best practices to foster the educational success of employees who are pursuing full- or part-time studies. We believe in the importance of getting involved in the training process for our employees, and that enhancing skills is an investment for both the company and our colleagues. Our leaders and colleagues showed their support for educational perseverance by wearing a green and white item of clothing or accessory as part of Hooked on School Days.

## Resources

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



# Health, Safety and Well-being

## Keeping people safe

Although the COVID-19 pandemic has eased over the past year, METRO remains committed to maintaining a healthy and safe working environment. We understand the importance of prioritizing the well-being of our teams, so we provide a Health and Safety Management (HSM) system composed of a health and safety policy and program that is focused on continuous improvement and includes key components such as documented safety practices, training, workplace inspections, audits, incident investigations and implementation of corrective actions. With the support of our operations teams, our internal health and safety experts ensure that the HSM system is reviewed at least annually.

## Flexible work

For several years now, we have been offering a mix of flexible working options. Staggered schedules, flexible hours and work sites, and summer schedules are some of the options available to help employees improve their work-life balance. We have also implemented

a **Telework Policy**, which offers hybrid work. Our recent telework survey revealed that 93% of employees enjoy hybrid working, and 92% enjoy coming into the office. In Ontario, following the adoption of the provincial “disconnecting from work” legislation, we established a policy on this subject. In Québec, we developed a guide for all employees to encourage the use of best management practices as they pertain to disconnecting from work, even though no provincial legislation is currently in place.

## Mental health

Workplaces play an essential role in contributing to the good mental health and well-being of employees. We have taken various actions since 2020 to support the mental health of each individual and destigmatize mental health issues among our employees. As we continued our journey in 2023, we introduced a National Mental Health Week for all employees and offered them various awareness-raising activities, including a conference with Dr. Amir Georges Sabongui, PhD, a health professional recognized for his extensive knowledge in mental health and his

communication skills. We also launched our own mental health training and awareness program, which is designed to help managers take care of themselves, recognize warning signs among their employees and, finally, initiate a dialogue with those facing challenges and refer them to the appropriate professional resources. In 2024, we will launch an online training course and a mental health first aid kit.

## Financial well-being

We continually evaluate and adapt our benefits and compensation practices to remain competitive and retain talent in a challenging job market. In addition, we occasionally offer webinars and information sessions on retirement planning.

## Resources

 **Respect in the Workplace Policy**

 **Telework Policy**



**The PROSPÈRE Outstanding Employer award from the Conseil du patronat du Québec (CPQ) awarded to METRO recognizes a company that places its human resources at the heart of its mission, and whose organizational culture and practices foster exceptional team mobilization.**



# COMMUNITIES

Our Priority

**Socioeconomic Contribution**

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# Socioeconomic Contribution

**VISION 2026**

Our ambition is to help reduce social inequalities, especially as they pertain to nutrition 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**

**98%**

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

**76%**

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

**73%**

of our customers rated their shopping experience as excellent (score of 9-10 out of 10) in our banners in 2023

**\$679.9M**

in capital investments



**Colleagues**

**>97,000**

colleagues working directly or indirectly for METRO

**>51,000**

colleagues working directly for METRO

**\$2,043.9M**

paid in salaries and benefits

**31%**

of our Board of Directors composed of women



**Communities**

**>4.0M kg**

of food recovered, the equivalent of

**>8.1M**

meals

**\$63.0M**

in food donations

**\$400,000**

in non-food donations (pharmacy)

**\$16.0M**

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



**Shareholders**

**\$275.0M**

dividends paid to shareholders

**\$586.0M**

returned to our shareholders under our share buyback program

**\$113.1M**

of interest paid to debt holders



**Taxes and Contributions**

**100%**

of our taxes paid in Canada

**\$309.4M**

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

**\$33.1M**

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



**In 2023, METRO obtained Imagine Canada's Caring Company certification. This certification is awarded to companies that demonstrate leadership in social impact and community engagement by using at least 1% of their pre-tax profits to support their communities. The calculated contribution includes cash and in-kind donations and paid hours worked as part of the corporate volunteer program, as well as community program management costs.**

## Investing in our communities

Building on its 75-year tradition of commitment, METRO has continued to support the communities in which it operates through donations to various organizations and projects whose objectives are to reduce social inequalities, particularly as it pertains to nutrition and health, and to ensure the population's well-being. In 2023, \$7.4 million was donated to charitable organizations. This amount was used, among other things, to donate gift cards to the DYP Youth Foundation, enabling young people aged 16 to 25 who have been taken into care by the Director of Youth Protection to buy their first groceries, thereby enhancing the support and guidance offered by the Foundation. METRO also supported the Anorexia and Bulimia Québec organization, whose mission is fully aligned with METRO's nutrition and health pillars. This support will ensure immediate, specialized help at no cost for people with eating disorders and their families. Donations have also been made to hospitals and the Université de Montréal's faculty of pharmacy to support education, research, prevention and healthcare. These donations will provide the means for our community members to live healthy lives.

## Major campaigns in 2023

METRO has also put its network of stores and pharmacies at the service of organizations that share its vision of community support. The strength of our network of employees, merchants and pharmacist owners, and their special bond with the communities they serve, have contributed to the success of these fundraising campaigns:

### Centraide: \$2.5 million

Thanks to the generosity of our teams and customers, and the sustained efforts of METRO's food and pharmacy banners in Québec, our 25<sup>th</sup> Centraide campaign raised a record \$2.5 million.

### Ontario, Québec and New Brunswick food banks: \$2.9 million

The first edition of the Healthy Together multi-banner campaign raised \$2.3 million to help fight food insecurity, thanks to the generosity of customers of our food and pharmacy banners. METRO donated an additional \$550,000 to its partners Les Banques alimentaires du Québec, Feed Ontario and Food Depot Alimentaire in New Brunswick, bringing the total to \$2.9 million, the equivalent of 8.6 million meals.

### The Grocery Foundation: \$1.2 million

Ontario stores took part in the annual Toonies for Tummies campaign to benefit the Grocery Foundation, whose mission is to feed hungry children in our communities. Our teams' efforts and our customers' generosity helped raise \$1.2 million.

### CHU Sainte-Justine Foundation: \$687,758

Our annual campaigns in support of the children and families of CHU Sainte-Justine were extremely successful, thanks to the ongoing commitment of our in-store teams and the generosity of customers. The 17<sup>th</sup> Mois des Câlins campaign raised a total of \$407,750 for the CHU Sainte-Justine Foundation. For each beautifier sold exclusively at Jean Coutu, \$10 was donated jointly by Jean Coutu and Clarins. We also renewed our annual donation of \$100,000 to the Foundation. The Grand sapin de Sainte-Justine campaign raised \$280,008.

### Earthquake relief fund for Turkey and Syria: \$447,020

METRO and its customers supported the Canadian Red Cross in its relief and recovery efforts in earthquake-hit regions of Turkey and Syria. The campaign in our Québec food stores and pharmacies raised \$397,020. METRO also donated \$50,000 to the Canadian Red Cross, bringing the total donation to \$447,020.



## Local procurement

At METRO, we prioritize local products and put in great effort to make them available to our customers. We recognize that local products and suppliers play a crucial role in establishing a resilient supply chain, supporting local employment, contributing to the socioeconomic development of Québec and Ontario and potentially reducing GHG emissions associated with transportation.

In 2023, we increased the year-round availability of certain greenhouse-grown products, both conventional and organic. One example is conventional cucumbers, a very popular vegetable. Thanks to Notaro Farms and Toundra Farms, two Québec greenhouse growers, we are able to offer Québec cucumbers to our customers year-round. This is also the case for bulk red tomatoes, another high-volume product now available

on our shelves 12 months a year. These products are supported by a strong marketing presence and are highlighted in our various promotional channels. Organic greenhouse products were no exception, thanks to an increase in both supply and consumer demand. In 2023, peppers, English cucumbers and mini cucumbers were available in greater quantities on our shelves, mainly in Québec.

Finally, we are continuing discussions with existing or potential business partners in both provinces to increase the availability of greenhouse products, particularly strawberries and lettuces, and to introduce new varieties.

## Resources

 [Local Purchasing Policy](#)

**We continued to encourage our non-food suppliers to obtain the Québec government's Les Produits du Québec certification, launched in 2022. Almost 350 products under our Personnelle brand have obtained the "Designed in Québec" certification.**



# OUR PERFORMANCE

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# 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 (SDGs) 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	2023 Progress	SDG Alignment	SDG Targets
<b>PRODUCTS AND SERVICES</b>				
<b>Responsible Procurement</b>				
Require suppliers to respect working conditions across the supply chain, as set out in our <a href="#">Supplier Code of Conduct for responsible procurement</a>	✔	In 2023, we partnered with SupplyShift to collect and analyze data from our suppliers to assess their performance against all the principles of our Supplier Code of Conduct for responsible procurement.	8 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 <a href="#">Sustainable Fisheries and Aquaculture Policy</a> is implemented for all our banners and provides a rigorous guide for our purchasing. Our new partnership with Ocean Disclosure Project (ODP) reinforces transparency and accountability in our sourcing practices, providing complete traceability for all our fish and seafood on our <a href="#">ODP profile</a> .	14 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 2023, none of the beef used in our private brands and perishable products came from regions that have a high risk of deforestation.	15 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 whenever possible or we source it responsibly. We have completed the assessment of 98% of our private brand food products containing palm oil and found that 76% are using palm oil certified by the Roundtable on Sustainable Palm Oil.	15 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 long-standing commitment to animal health and welfare continued as we expanded our program this year to include farmed salmonids (salmon, trout and char).	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 15 LIFE ON LAND 	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 by 2029 and meet with our suppliers regularly in support of this goal. The average transition rate of our Canadian fresh pork suppliers increased in 2023 to reach 67%.	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 15 LIFE ON LAND 	12.2 15.5

✔ Achieved    ✔ Progress as planned    ✘ Not achieved



Objective	Status	2023 Progress	SDG Alignment	SDG Targets
<p>Offer products derived from sound animal health and welfare practices</p> <ul style="list-style-type: none"> <li>Eggs: sell eggs from cage-free hens in all our stores</li> </ul>	✓	In 2023, cage-free eggs were available in 93% of our stores. Some of our smaller stores are having challenges integrating these products into their offerings.		12.2 15.5
Do 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 assessed 92% of our corn, apple, potato and farmed Atlantic salmon suppliers, which represents almost all our purchases in those categories.		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.		8.4 15.5
Assess the private brand cosmetic product portfolio to offer a responsible product line	✓	In 2023, we released our first <b>Responsible Cosmetics Statement</b> , which outlines our approach for private brand cosmetics.		12.2
Enhance our cosmetic and beauty product offer for people from diverse backgrounds	✓	We have pursued our efforts to further expand our cosmetic and health and beauty product offer to the Black community, and now provide these products in more locations. Discussions on the possible rollout of products for the Asian community have already begun, and we are looking forward to pursuing these efforts over the coming year to deploy this product range.		10.2
<b>Health, Nutrition and Well-being</b>				
Increase the total number of private brand products that foster healthy eating by 10% each year	✓	In 2023, we saw developments primarily in ingredient-based products under the Life Smart Organic brand, such as eggs, beef cuts and fish fillets. These offerings grew by 10% this year compared to 2022.		2.1
Develop tools to help customers make better food choices based on their lifestyles	✓	We added four new custom attributes to our My Health My Choices guide, which makes it easier for customers to make the best product choices based on their own lifestyles, values or health needs when they shop. More than 7,800 products — found in-store, online and on the My Metro app — display one or more of the program attributes, now totalling 39.		2.1
Define the offer of products that foster health and well-being in our pharmacy network	✓	We continued to develop our approach to identifying health and well-being products that help customers adopt healthy lifestyles. In the coming year, we will work to enhance well-being in our promotional and marketing tools, as well as on our digital platforms.		3.4



Objective	Status	2023 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 a focus in 2023 on influenza and COVID-19 vaccines, as well as the shingles vaccine offered free of charge to high-risk individuals in Québec.	3 GOOD HEALTH AND WELL-BEING 	3.8
Raise awareness concerning 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 pharmacies in our network and to promote this free service widely. In 2023, we also ran a targeted communication campaign for parents and caregivers on the proper use of pediatric analgesics.	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. Ontario pharmacists were provided with a continuing education program to ensure they received current training on the topic of smoking cessation to support them in providing this service to eligible customers.	3 GOOD HEALTH AND WELL-BEING 	3.4
<b>Packaging and Printed Materials</b>				
Reduce overpackaging and single-use plastic	✔	This year, our efforts were focused on increasing the recycled content and recyclability of our plastic containers in the fresh products sections of our food stores. In 2023, we started using only polystyrene trays that are made of more than 50% recycled content. We have also eliminated all coloured plastic containers and packaging, whether polystyrene or PET, and have started to remove hard-to-recycle plastics such as polystyrene and PVC.	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 replacing several categories of packaging with recycled and recyclable materials or by increasing postconsumer materials in our packaging.	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	✔	Once again this year, we achieved our objective of reducing the weight of paper used in our flyers. In 2023, we reduced it by 12% compared to 2022. To achieve this, we have implemented several initiatives, including optimizing the distribution of our flyers across the territory.	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	12.2
Eliminate single-use packaging and disposable utensils and tableware at our administrative sites	✔	This objective was achieved in 2022.	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	12.2



Objective	Status	2023 Progress	SDG Alignment	SDG Targets
<b>ENVIRONMENT</b>				
<b>Climate Change</b>				
Reduce greenhouse gas (GHG) emissions by 37.5% by 2035 compared to 2020 for an average reduction of 2.5% per year	❌	There has been a 0.5% increase in our GHG emissions in 2023 compared to 2022, but we have reduced our emissions by 1.4% compared to 2020. Recognizing the potential limitations in our current decarbonization plan's ability to meet our target, we have conducted a thorough reassessment and developed a more robust plan. Additionally, we committed to set near-term company-wide emission reduction targets in line with the SBTi Standard.	7 AFFORDABLE AND CLEAN ENERGY 	7.3
<b>Waste</b>				
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 remained stable in 2023 compared to 2022, while overall waste generated by our stores' activities has decreased since last year partly due to the multiple innovative projects we piloted.	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	12.5
<b>Food Loss and Waste</b>				
Reduce food waste in our activities by 50% by 2025 compared to 2016	❌	We have reduced our food loss and waste in our stores by 21% compared to 2016, 4% less than last year, despite a consistent increase in food rescued through donations and food rescue apps.	2 ZERO HUNGER  12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	2.1 12.3, 12.5
<b>COLLEAGUES</b>				
<b>Equity, Diversity and Inclusion</b>				
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 2022.	5 GENDER EQUALITY  8 DECENT WORK AND ECONOMIC GROWTH  10 REDUCED INEQUALITIES 	5.1, 5.5 8.5 10.2, 10.3



**Objective**

**Status 2023 Progress**

**SDG Alignment**

**SDG Targets**

Develop a pool of diverse talents	 We are continuing our efforts to develop a pool of diverse talents, through our mentoring program, hiring and employee movement to other positions.	 <b>5 GENDER EQUALITY</b>  <b>8 DECENT WORK AND ECONOMIC GROWTH</b>  <b>10 REDUCED INEQUALITIES</b>	5.1, 5.5 8.5 10.2, 10.3
Strengthen an inclusive organizational culture by raising awareness as well as educating and developing employees' skills as they pertain to ED&I matters	 We ran a number of initiatives to raise awareness of ED&I matters, including the addition of a fourth Employee Resource Group to support young professionals, and the introduction of two additional virtual training modules.	 <b>4 QUALITY EDUCATION</b>  <b>10 REDUCED INEQUALITIES</b>	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 \$7.4 million and we raised \$6.1 million, thanks to the generosity of our customers and suppliers.	 <b>2 ZERO HUNGER</b>	2.1
Foster access to local fruits and vegetables in our food stores year-round	 We continue to focus on local products, increasing the year-round availability of certain greenhouse-grown products. For example, we are able to offer Québec cucumbers to our customers year-round, thanks to Notaro Farms and Toundra Farms, two Québec greenhouse growers.	 <b>8 DECENT WORK AND ECONOMIC GROWTH</b>  <b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b>	8.3 9.3
Facilitate the identification of local products in our food stores	 We continue to identify local products by promoting them in-store and on our various promotional channels.	 <b>8 DECENT WORK AND ECONOMIC GROWTH</b>  <b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b>	8.3 9.3
Improve the variety of local products in our pharmacies	 We continued to encourage our non-food suppliers to obtain the Québec government's <b>Les Produits du Québec</b> certification, launched in 2022. Almost 350 products under our Personnelle brand have obtained the "Designed in Québec" certification.	 <b>8 DECENT WORK AND ECONOMIC GROWTH</b>  <b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b>	8.3 9.3



# ESG Performance Data

Topic	Metric	2023	2022	2021	2020	2019	SASB	GRI
<b>ABOUT METRO</b>								
Food stores and pharmacies	Number	1,623	1,620	1,612	1,601	1,600		2-1
Food stores	Number	983	975	963	953	950	FB-FR-000.A	2-1
Pharmacies	Number	640	645	649	648	650	HC-DR-000.A	2-1
Distribution centres	Number	18	17				FB-FR-000.A	2-1
Total area of retail space	Square metres (m²)	1,986,794.0	1,962,986.9				FB-FR-000.B	2-1
Total area of distribution centres	Square metres (m²)	513,187.0	434,687.0				FB-FR-000.B	2-1
Total area of retail space — pharmacies	Square metres (m²)	512,040.0	512,616.6				HC-DR-000.B	2-1
Pharmacists (Food Basics and Metro pharmacies in Ontario)	Number	308	294				HC-DR-000.D	2-1
<b>BUSINESS FUNDAMENTALS</b>								
<b>Product Quality and Safety</b>								
Suppliers certified by a standard recognized by GFSI <sup>1</sup> (private brands)	Percentage (%)	98.7%	98.8%	98.4%	98.4%	98.7%		
Suppliers certified by a standard recognized by GFSI (fruits and vegetables)	Percentage (%)	91.5%	99.1%	92.9%	88.0%	82.0%		
Suppliers certified by a standard recognized by GFSI (Cedar and Phoenicia brands products)	Percentage (%)	86.9%	82.4%					
Suppliers certified by a standard recognized by GFSI (Première Moisson industrial facilities [Dorion and Baie-D'Urfé])	Percentage (%)	90.5%	88.4%					
Sites certified by a standard recognized by GFSI (METRO integrated manufacturing sites)	Number	3	3					
Suppliers' allergen control program reassessed since 2022 (private brands)	Percentage (%)	50.0%	25.0%					
Suppliers' allergen control program reassessed since 2022 (Première Moisson industrial facilities [Dorion and Baie-D'Urfé])	Percentage (%)	51.2%	7.0%					

1 Global Food Safety Initiative.



Topic	Metric	2023	2022	2021	2020	2019	SASB	GRI
<b>Customer Satisfaction</b>								
Satisfaction survey respondents	Number	881,175	641,072	764,941	549,386			
<b>PRIORITIES</b>								
<b>Products and Services</b>								
<b>Responsible Procurement</b>								
<b>Supplier Code of Conduct</b>								
Suppliers evaluated during the year	Number	1,018						
Overall suppliers evaluated	Percentage (%)	7.3%						308-1, 414-1
Overall purchases evaluated	Percentage (%)	30.0%						
Suppliers evaluated that meet the principles of our Supplier Code of Conduct	Percentage (%)	61.2%						308-1, 414-1
Purchases evaluated that meet the principles of our Supplier Code of Conduct	Percentage (%)	85.8%						
<b>Working conditions (private brands, meat and poultry, fish and seafood, fruits and vegetables)</b>								
Suppliers evaluated	Percentage (%)	21.0%						414-1
Purchases evaluated	Percentage (%)	33.9%						
Suppliers evaluated that meet our requirements	Percentage (%)	71.2%						414-1
Purchases evaluated that meet our requirements	Percentage (%)	84.5%						



Topic	Metric	2023	2022	2021	2020	2019	SASB	GRI
<b>Sustainable fisheries and aquaculture</b>								
Purchases that meet the requirements of the Sustainable Fisheries and Aquaculture Policy (fish and seafood — fresh, frozen and canned)	Percentage (%)	98.4%	98.4%					
Purchases with traceability documented	Percentage (%)	98.6%	98.4%	99.2%				
Products sold in counter with traceability information when there is enough space to include it	Percentage of sales (%)	96.7%	95.9%	95.2%				
Private brand products sold with traceability information	Percentage of sales (%)	76.3%	74.9%					
Non-conformities identified through our DNA test program	Number	0	0					
Products purchased that are certified or made from raw material certified by a Global Sustainable Seafood Initiative (GSSI) recognized standard	Number	681	584					
Purchases that are certified or made from raw material certified by a Global Sustainable Seafood Initiative (GSSI) recognized standard	Percentage (%)	62.1%	58.3%					
Purchases in a continuous improvement program (CIMP)	Percentage (%)	50.5%	43.7%					
Performance rate of apex predators CIMPs (tuna, swordfish, mahi mahi and marlin) <sup>1</sup>	Percentage (%)	89.6%	90.7%					
Performance rate of farmed shrimp CIMP <sup>1</sup>	Percentage (%)	100.0%	100.0%					
Performance rate of tilapia and basa CIMP <sup>1</sup>	Percentage (%)	98.8%	98.9%					
Performance rate of salmonids raised in open environments CIMPs <sup>1</sup>	Percentage (%)	99.9%	98.6%					

<sup>1</sup> Proportion of our purchases that meet the program's requirements.



Topic	Metric	2023	2022	2021	2020	2019	SASB	GRI
<b>No deforestation criteria (private brand beef and beef from the perishable food section)</b>								
Products with documented provenance <sup>1</sup>	Percentage (%)	89.2%	89.5%					
Purchases with documented provenance <sup>1</sup>	Percentage (%)	96.5%	97.5%					
Products with documented provenance <sup>1</sup> that are sourced from regions not considered to be at high risk of deforestation	Percentage (%)	100.0%	100.0%					
Purchases with documented provenance <sup>1</sup> that are sourced from regions not considered to be at high risk of deforestation	Percentage (%)	100.0%	100.0%					
<b>Responsible palm oil criteria (private brand products)</b>								
Products likely to contain palm oil that contain palm oil	Percentage (%)	20.4%	19.7%					
Purchases likely to contain palm oil that contain palm oil	Percentage (%)	18.4%	19.0%					
Products evaluated	Percentage (%)	98.0%	25.4%					
Purchases evaluated	Percentage (%)	99.0%	32.8%					
Products evaluated whose palm oil is RSPO certified	Percentage (%)	75.7%	74.4%					
Purchases evaluated whose palm oil is RSPO certified	Percentage (%)	72.6%	87.7%					
<b>Animal health and welfare (private brand and unprocessed meat and poultry purchased from producers<sup>2</sup>)</b>								
Suppliers evaluated	Percentage (%)	94.4%	89.2%					
Purchases evaluated	Percentage (%)	99.6%	97.5%					
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%	100.0%					
Purchases evaluated that meet our requirements	Percentage (%)	100.0%	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	2023	2022	2021	2020	2019	SASB	GRI
<b>Animal health and welfare (private brand and unprocessed meat and poultry purchased from slaughterhouses)</b>								
Suppliers evaluated	Percentage (%)	85.0%	82.4%					
Purchases evaluated	Percentage (%)	98.3%	82.8%					
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%	100.0%					
Purchases evaluated that meet our requirements	Percentage (%)	100.0%	100.0%					
<b>Animal health and welfare (milk)</b>								
Suppliers evaluated	Percentage (%)	60.6%	76.0%	69.2%	50.0%			
Sales evaluated	Percentage (%)	99.4%	99.3%	99.3%	97.2%			
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%	100.0%	100.0%				
Sales evaluated that meet our requirements	Percentage (%)	100.0%	100.0%	100.0%	99.5%			
<b>Animal health and welfare (cheese)</b>								
Suppliers evaluated	Percentage (%)	54.6%	53.5%					
Products evaluated	Percentage (%)	70.3%	66.8%					
Suppliers evaluated that meet our requirements	Percentage (%)	97.9%	100.0%					
Products evaluated that meet our requirements	Percentage (%)	99.9%	100.0%					
<b>Animal health and welfare (eggs)</b>								
Suppliers evaluated	Percentage (%)	82.4%	78.6%	68.8%				
Products evaluated	Percentage (%)	97.6%	95.1%	94.7%				
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%	100.0%	100.0%				
Products evaluated that meet our requirements	Percentage (%)	100.0%	100.0%	100.0%				



Topic	Metric	2023	2022	2021	2020	2019	SASB	GRI
<b>Animal health and welfare (farmed salmonids)</b>								
Suppliers evaluated	Percentage (%)	56.0%						
Purchases evaluated	Percentage (%)	74.6%						
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%						
Purchases evaluated that meet our requirements	Percentage (%)	100.0%						
<b>Fresh pork</b>								
Pork purchases of Canadian provenance	Percentage (%)	88.8%	92.3%				FB-FR-430a.2 <sup>1</sup>	
Average conversion rate of our Canadian pork product suppliers from gestation stalls to alternative housing	Percentage (%)	67.2%	58.5%	50.5%			FB-FR-430a.2 <sup>1</sup>	
<b>Eggs from cage-free hens</b>								
Stores that offer eggs from cage-free hens	Percentage (%)	93.1%	92.8%				FB-FR-430a.2 <sup>1</sup>	
Whole eggs products that are cage-free (Life Smart brand)	Percentage (%)	100.0%	66.7%	66.7%			FB-FR-430a.2 <sup>1</sup>	
Brown eggs that are cage-free (private brands)	Percentage (%)	100.0%	100.0%	100.0%			FB-FR-430a.2 <sup>1</sup>	
<b>No GMO criteria (sweet corn in the produce section)</b>								
Suppliers evaluated	Percentage (%)	100.0%	100.0%					
Purchases evaluated	Percentage (%)	100.0%	100.0%					
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%	100.0%					
Purchases evaluated that meet our requirements	Percentage (%)	100.0%	100.0%					
<b>No GMO criteria (apples in the produce section)</b>								
Suppliers evaluated	Percentage (%)	89.2%	74.4%					
Purchases evaluated	Percentage (%)	98.5%	100.0%					
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%	100.0%					
Purchases evaluated that meet our requirements	Percentage (%)	100.0%	100.0%					

<sup>1</sup> For competitive reasons, the company does not disclose category revenue data.



Topic	Metric	2023	2022	2021	2020	2019	SASB	GRI
<b>No GMO criteria (potatoes in the produce section)</b>								
Suppliers evaluated	Percentage (%)	98.1%	69.8%					
Purchases evaluated	Percentage (%)	100.0%	99.9%					
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%	100.0%					
Purchases evaluated that meet our requirements	Percentage (%)	100.0%	100.0%					
<b>No GMO criteria (farmed Atlantic salmon)</b>								
Suppliers evaluated	Percentage (%)	86.1%	86.1%					
Purchases evaluated	Percentage (%)	99.4%	98.8%					
Suppliers evaluated that meet our requirements	Percentage (%)	100.0%	100.0%					
Purchases evaluated that meet our requirements	Percentage (%)	100.0%	100.0%					
<b>Health, Nutrition and Well-being</b>								
Private brand products that foster healthy eating (Irresistibles Life Smart, Irresistibles Organics, Irresistibles Naturalia, Irresistibles Gluten Free and Life Smart)	Number	521	475	402	429	417		
Increase of private brand products that foster healthy eating year-over-year (Irresistibles Life Smart, Irresistibles Organics, Irresistibles Naturalia, Irresistibles Gluten Free and Life Smart)	Percentage (%)	9.7%	18.2%	-6.3%	2.9%	3.5%		
Expired and discontinued medication recovered annually <sup>1,2</sup>	Kilograms (kg)			105,583.8				

1 The data is calculated according to calendar year.

2 The 2023 data was not available due to a change of supplier.



Topic	Metric	2023	2022	2021	2020	2019	SASB	GRI
<b>Packaging and Printed Materials</b>								
Single-use plastic shopping bags — food and pharmacy banners	Status	Eliminated	In-store banning in progress					
<b>Variation of single-use plastic packaging compared to previous year</b>								
Polystyrene foam trays (food banners, fresh products sections)	Percentage (%)	-4.5%	-5.5%					
Plastic wraps (food banners, produce section)	Percentage (%)	-5.7%	-14.4%					
Single-use produce bags (food banners, produce section)	Percentage (%)	2.9%	-5.7%					
Polystyrene foam trays made of minimum 50% recycled content (food banners, fresh products section)	Percentage (%)	81.4%	87.6%	74.7%				
<b>Recyclability of packaging (food banners, fresh products section)</b>								
White polystyrene foam trays	Percentage (%)	84.9%	62.1%					
Clear PET containers	Percentage (%)	98.2%	97.0%					
<b>Variation of single-use plastic packaging in our store bistro areas compared to 2018</b>								
Individually wrapped utensils	Percentage (%)	Eliminated	-66.8%					
Cutlery kits	Percentage (%)	Eliminated	-53.9%					
<b>Flyers</b>								
Variation of the total weight of the paper used in our food and pharmacy banner flyers compared to the previous year	Percentage (%)	-12.4%	-10.9%	-14.5%				



Topic	Metric	2023	2022	2021	2020	2019	SASB	GRI
<b>Private brands</b>								
Average weight of private brand products packaging <sup>1</sup>	Weight (g)	49.0 g	47.0 g	48.8 g	50.9 g	49.0 g		301-1
Private brand products packaging components that are 100% recyclable or compostable — fibres only <sup>1</sup>	Percentage (%)	93.1%	93.0%	93.1%	92.3%	93.0%		301-1
Postconsumer materials in private brand products packaging <sup>1</sup>	Percentage (%)	38.0%	35.9%	35.1%	29.9%	30.3%		301-2
Private brand products packaging that includes sorting instructions <sup>1</sup>	Percentage (%)	55.3%	49.9%	44.0%	30.0%	27.0%		
<b>Environment</b>								
<b>Climate Change — Greenhouse Gas Emissions and Energy</b>								
GHG emissions (total) <sup>2</sup>	Metric tonnes (t) CO <sub>2</sub> e	397,502.0 <sup>3</sup>	395,589.9 <sup>3</sup>	396,023.5	406,136.4			
Direct (Scope 1) GHG emissions	Metric tonnes (t) CO <sub>2</sub> e	270,469.8 <sup>3</sup>	266,631.8 <sup>3</sup>	264,654.8	270,761.0			305-1
Energy indirect (Scope 2) GHG emissions	Metric tonnes (t) CO <sub>2</sub> e	15,605.2 <sup>3</sup>	14,785.4 <sup>3</sup>	14,668.3	17,872.0			305-2
Other indirect (Scope 3) GHG emissions for the categories: Business Travel, Waste and Upstream Transportation	Metric tonnes (t) CO <sub>2</sub> e	111,426.6 <sup>3</sup>	114,172.7 <sup>3</sup>	116,700.4	114,503.4			305-3
GHG emissions intensity	Kg CO <sub>2</sub> e/sq ft	16.28 <sup>3</sup>	16.21 <sup>3</sup>	15.83	16.51			305-4
Fleet fuel consumed	Gigajoules (GJ)	252,868.0 <sup>3</sup>	278,425.6 <sup>3</sup>	274,344.1	269,339.0		FB-FR-110a.1	
Gross global Scope 1 emissions from refrigerants	Metric tonnes (t) CO <sub>2</sub> e	173,128.2 <sup>3</sup>	167,592.4 <sup>3</sup>	167,028.2	170,163.0		FB-FR-110b.1	
Operational energy consumed (including the fleet)	Gigajoules (GJ)	5,648,786.6 <sup>3</sup>	5,764,368.7 <sup>3</sup>	5,762,867.9	5,893,486.1		FB-FR-130a.1	302-1

1 Excluding drug, health and beauty private brand products.

2 Includes the scopes specified in the following three lines.

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



Topic	Metric	2023	2022	2021	2020	2019	SASB	GRI
<b>Waste</b>								
Diversion rate — stores <sup>1</sup>	Percentage (%)	66.0% <sup>2</sup>	66.0% <sup>2</sup>	67.0%	66.5%	66.0%		306-4
Diversion rate — distribution and production centres	Percentage (%)	71.0% <sup>2</sup>						306-4
Stores — total waste generated <sup>1</sup>	Metric tonnes (t)	169,043.5 <sup>2</sup>	177,849.4 <sup>2</sup>	173,483.5	172,194.6	170,711.5		306-3
Waste diverted from disposal <sup>1</sup>	Metric tonnes (t)	111,586.8 <sup>2</sup>	117,327.6 <sup>2</sup>	116,230.3	114,581.2	112,887.0		306-4
Waste directed to disposal <sup>1</sup>	Metric tonnes (t)	57,456.7 <sup>2</sup>	60,521.8 <sup>2</sup>	57,253.2	57,613.4	57,824.5		306-5
Distribution and production centres — total waste generated	Metric tonnes (t)	16,723.0 <sup>2</sup>						306-3
Waste diverted from disposal	Metric tonnes (t)	11,795.0 <sup>2</sup>						306-4
Waste directed to disposal	Metric tonnes (t)	4,928.0 <sup>2</sup>						306-5
<b>Food Loss and Waste</b>								
Variation of food waste generated (corporate and franchised food stores) compared to 2016	Percentage (%)	-21.0% <sup>2</sup>	-24.6% <sup>2</sup>					
Food waste generated (corporate and franchised food stores)	Metric tonnes (t)	57,731.7 <sup>2</sup>	52,162.5 <sup>2</sup>				FB-FR-150a.1	306-3
Food loss and waste generated (distribution centres)	Metric tonnes (t)	3,544.6 <sup>2</sup>	4,553.7 <sup>2</sup>				FB-FR-150a.1	306-3
Food loss and waste generated	Metric tonnes (t)	61,276.3 <sup>2</sup>	56,716.2 <sup>2</sup>				FB-FR-150a.1	306-3

1 Corporate and franchised food stores.

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



Topic	Metric	2023	2022	2021	2020	2019	SASB	GRI
<b>Colleagues</b>								
<b>General Employee Data</b>								
Employees <sup>1</sup>	Number	51,053	49,026					2-7
Employees (male) <sup>1</sup>	Number	27,766	26,431					2-7
Employees (female) <sup>1</sup>	Number	23,280	22,593					2-7
Employees (permanent) <sup>1</sup>	Number	50,653	48,355					2-7
Employees (temporary) <sup>1</sup>	Number	400	671					2-7
Employees (full time) <sup>1</sup>	Number	17,749	16,975					2-7
Employees (part time) <sup>1</sup>	Number	33,304	32,051					2-7

<sup>1</sup> Data available for employees in administrative centres, distribution centres and corporate and franchised stores, excluding Adonis, Phoenicia and Première Moisson.



Topic	Metric	2023	2022	2021	2020	2019	SASB	GRI
<b>Equity, Diversity and Inclusion</b>								
Women in senior management positions <sup>1</sup>	Percentage (%)	27.6%	25.4%	24.1%	22.8%			405-1
Women in management positions <sup>2</sup> (Directors) in administrative and distribution centres	Percentage (%)	34.5%	32.5%					405-1
Women in management positions <sup>2</sup> (Directors) in stores <sup>3</sup>	Percentage (%)	21.3%	20.5%	23.7%	25.0%			405-1
Women on the Board of Directors	Percentage (%)	30.8%	33.3%	33.3%	31.0%			405-1
People from culturally diverse backgrounds in management and senior management positions <sup>4</sup>	Percentage (%)	14.3%	12.0%					405-1
Women and people from culturally diverse backgrounds in the mentorship program <sup>4</sup>	Percentage (%)	71.6%	63.0%					
Women in the succession plan <sup>5</sup>	Percentage (%)	46.4%	49.0%					
Management positions <sup>6</sup> (all managers) filled internally, including lateral movements and promotions	Percentage (%)	56.0%	53.6%	56.0%	54.0%			
Hiring processes for management positions <sup>2</sup> (Directors) in which women were considered	Percentage (%)	71.0%	65.2%					
New hires for management positions <sup>6</sup> (all managers) who are women	Percentage (%)	50.0%	50.5%					
Senior management <sup>1</sup> who have completed DE&I training	Percentage (%)	100.0%	100.0%					
Ratio of basic salary of women to men <sup>7</sup>	Percentage (%)	99.8%	100.2%					405-2
Ratio of remuneration of women to men <sup>7,8</sup>	Percentage (%)	97.8%	98.3%					405-2

1 A senior management position corresponds to that of an employee with the title of Vice President or President.

2 In this context, a management position corresponds to that of an employee with the title of Director.

3 Excluding Adonis, Phoenicia and Première Moisson.

4 Voluntary self-identification survey.

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

6 In this context, a management position corresponds to that of any managerial employee.

7 Non-unionized employees including Vice Presidents.

8 Inclusive of incentives, bonuses, overtime pay and all other cash payments received during fiscal year.



Topic	Metric	2023	2022	2021	2020	2019	SASB	GRI
<b>Employee Health and Well-being</b>								
Lost Time Injury Frequency Rate <sup>1,2</sup>	Rate	2.63 <sup>3</sup>	2.65 <sup>3</sup>	2.73 <sup>4</sup>	2.77 <sup>4</sup>	2.81 <sup>4</sup>		403-9
Lost Day Severity Rate <sup>1,2</sup>	Rate		38.9 <sup>3</sup>	35.9 <sup>4</sup>	43.3 <sup>4</sup>	56.0 <sup>4</sup>		403-9
Employees covered by the Employee and Family Assistance Program (EFAP) <sup>5</sup>	Percentage (%)	100.0%	100.0%					
Employees who are represented by a union	Percentage (%)	91.6%	91.6%	92.0%	90.8%	89.3%		
Collective bargaining agreements renewed in the year	Number	141	46	39	16	30	FB-FR-310a.2	407-1
Active workforce covered under collective bargaining agreements	Percentage (%)	81.2%	80.8%	81.4%	82.1%	80.7%	FB-FR-310a.2	407-1
Work stoppages	Number	1	0 <sup>6</sup>				FB-FR-310a.3	
Total days idle	Number	59,088	0 <sup>6</sup>				FB-FR-310a.3	
<b>Communities</b>								
<b>Socioeconomic Contribution</b>								
Corporate financial contributions	CAD	\$7.4M	\$5.5M	\$3.9M	\$6.8M	\$4.1M		
Employee donations	CAD	\$2.5M	\$1.6M	\$2.1M	\$2.1M	\$1.9M		
Customer and supplier donations	CAD	\$6.1M	\$6.8M	\$2.9M	\$2.7M	\$2.7M		
Food donation value	CAD	\$63.0M <sup>7</sup>	\$50.2M <sup>7</sup>	\$46.9M <sup>7</sup>	\$42.2M	\$42.9M		
Non-food donation value (pharmacy)	CAD	\$0.4M	\$1.2M					
Participating stores in METRO's food recovery program	Number	502	458	426	297	272		
Food recovered and redistributed with METRO's food recovery program <sup>8</sup>	Kilograms (kg)	4,054,365 <sup>7</sup>	4,537,329 <sup>7</sup>	4,701,319 <sup>7</sup>	3,950,499	3,876,000		
Equivalence in meals of food recovered and redistributed with METRO's food recovery program <sup>8</sup>	Number of meals	+8.0M <sup>7</sup>	+9.0M <sup>7</sup>	+9.4M <sup>7</sup>	+7.9M	+7.8M		

1 Employees in production sites, administrative centres, distribution centres, corporate and franchised stores as well as affiliated grocery stores.

2 Number of lost time injuries or incidents \* 200,000/number of hours worked.

3 Data covers a rolling year ending in fiscal period 12.

4 Data covers the fiscal year.

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

6 No work stoppages involved 1,000 or more workers.

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

8 Data also includes some Ontario distribution centres.

***metro***

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