



# Quality Policy

## METRO Cash & Carry

Supporting independent businesses for more than 50 years, METRO Cash & Carry is committed to the success of the independent business owners. Therefore METRO focuses its efforts constantly on the needs of its 21 million professional customers, offering tailor-made services and a wide range of products in 25 countries with over 760 store locations. Being the competent and dedicated partner of the independent entrepreneurs, the wholesale specialist company constantly builds up and strengthens the trustful relationship with its customers for their successes, where the quality assurance management plays a crucial role.

**This Quality Policy of METRO Cash & Carry is built on the following principles and is valid as of August 2018.**

### **Commitment**

- We are committed to offering a range of responsibly sourced products and services that meet our customers' quality expectations with a specific focus on the freshness of our food assortment whilst respecting the environment and society's expectations of Metro.
- We manage our risks and never compromise on safety, quality and legal compliance.
- We are prepared to react actively in an appropriate and timely manner to resolve quality-related matters.

### **Relationships**

- We work with the qualified and reputable business partners to offer a safe, quality product assortment that fulfils the needs and expectations of our customers.
- With the differentiated quality levels of our Own Brands, we seek to strengthen our customer relationships to ensure their success.
- Understanding our customers and their needs and expectations are key to our high quality Own Brands product development processes.

**Leadership**

- We apply a Quality Management System that is based on relevant leading international standards and carefully designed to maximise the benefit to all our customers and stakeholders.
- The application of common quality management standards ensures the delivery of quality throughout all stages of the value chain whilst ensuring the flexibility required to meet the regional stakeholders' needs.

**Improvement**

- We continuously monitor our performance to improve our quality systems and operations to increase effectiveness.
- We continuously explore innovative methods and tools to improve our products and services that can support our customers and enhance our own competence.
- We learn from our experiences and share this expertise through a clearly defined and effective communication platform.

**People**

- We strive for excellence which is enabled through professional and engaged people who are committed to achieving customer satisfaction.
- Our people remain relevant through training and industry engagement with professional customers and we use this knowledge to deliver the best quality products and services.