

FSSC INSIGHTS
presents

FSSC 24000:
**MAKE WITH CARE,
CERTIFY FOR TRUST**

22 October 2025



OUR SPEAKERS



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FSSC



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Head of QA and Sustainability
METRO AG



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Founder
Impact Focus

PRESENTER: COLIN MORGAN

MARKET DEVELOPMENT DIRECTOR
FSSC



TODAY'S TOPICS

- 01** About Foundation FSSC
- 02** Turning Social Sustainability into a Competitive Advantage
- 03** Driving Social Compliance: Metro
- 04** About FSSC 24000
- 05** Q&A Session

PRACTICALITIES

- You are all muted
- Please use the Q&A functionality for questions
- This webinar will be recorded
- Recording and presentations will be shared via e-mail



ABOUT FOUNDATION FSSC

- ✓ Foundation FSSC is the independent non-profit owner of the **FSSC 22000 & FSSC 24000** Schemes, delivering trust and impact beyond certification.
- ✓ We support the consumer goods industry in protecting its brands and achieving its targets through the implementation of an effective **ISO-based management system**.
- ✓ We are a lean and collaborative Foundation that aims to help organizations contribute to the global **SDGs** and thus **create a better world**.

FSSC BRAND IDENTITY MODEL



LOGO



FSSC 24000
Make with Care, Certify for Trust.

WHY SOCIAL SUSTAINABILITY IS YOUR BIGGEST PR RISK AND NEXT COMMERCIAL IMPERATIVE

Why Social Sustainability is Your Biggest PR Risk and Next Commercial Imperative



Rosie Davenport

Founder, Impact Focus

Communications &
Sustainability Experts

[Impactfocus.co](https://impactfocus.co)



Affordable
LUXURY?



BUSINESS NEWS

VOL. 11, NO. 5



REALLYGREATSITE.COM



22 OCTOBER 2025

STOCK DROPS

BACKLASH ROCKS FIRM

INVESTORS SELL UP DUE TO HUMAN RIGHTS CONCERNS.

Investor confidence has plummeted this week due to rising concerns about the treatment of workers. NGOs first raised the alarm, prompting customer concerns and a social media storm that has derailed its stated global expansion plans.

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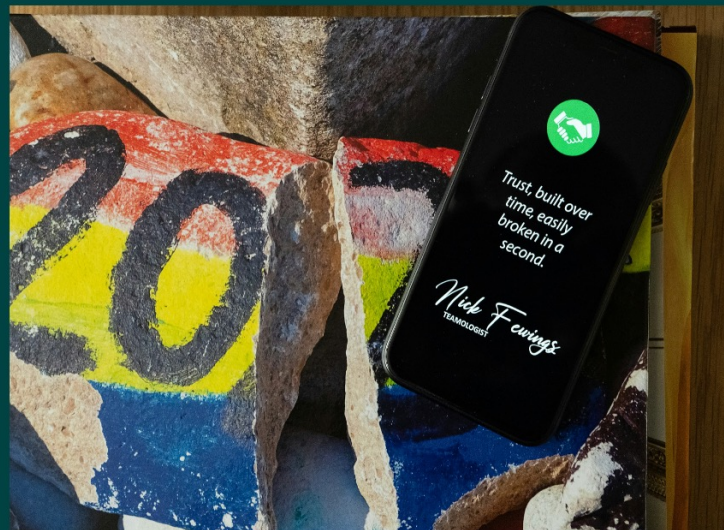
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PAGE 01



The Turning Tide on Trust

- Only 20% of consumers believe sustainability claims (Blue Yonder, 2025)
- 26% actively distrust brands' ESG messaging (Blue Yonder, 2025)
- 9.7% premium: what consumers are willing to pay for sustainable goods (PwC, 2024)



**How to future-proof your business in an age of
distrust and greenwashing claims?**

PROOF

There is no ESG without the S



Is Regulation Really Retreating?

Short-term headlines

- 2024–2025: EU softens scope of CSDDD after lobbying from member states
- France, Germany push back on thresholds and SME coverage
- Political shifts spark uncertainty around ESG obligations
- Headlines suggest a regulatory “pause” across Europe

Long-term trajectory

- CSRD reporting already mandatory for large companies from 2024
- CSDDD passed in 2024 — coming into force from 2026
- Moves to reinforce due diligence and modern slavery rules
- Global buyers, investors, and certifiers are **not** slowing down
- Market access and brand trust still depend on credible ESG proof

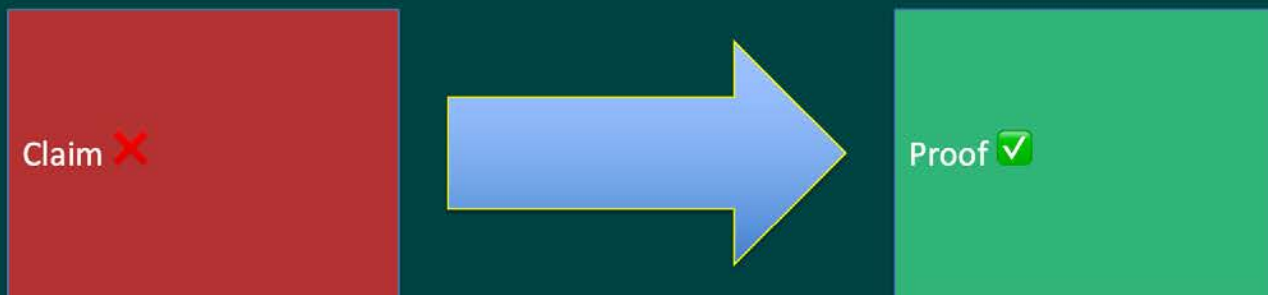
From PR Risk to Compliance Risk

- UK CMA: fines up to 10% of global turnover (CMA, 2025)
- EU CSRD: mandatory ESG reporting for companies
- Germany's Supply Chain Act: buyers must monitor suppliers' human rights records



Investor, Retail & Procurement Pressure

- Investors: 66% say trust in ESG data is key (PwC Global Investor Survey, 2024)
- Retailers & monopolies: demanding proof, not promises
- Procurement: derisking by dropping suppliers lacking social assurance



Why FSSC 24000?

- ✓ ISO-aligned, auditable, and globally recognised
- ✓ Covers labour rights, governance, due diligence
- ✗ Not a PR-led label or one-off audit



The Business Case

-  Meet buyer & retailer requirements
-  Lower compliance risk (CSRD, CSDDD, EPR)
-  Strengthen trust with investors & consumers
-  Get ahead while competitors play catch-up
-  Better communications and PR – win hearts and minds with robust data



Don't wait... It's time to get ahead!

**COMING
SOON**

VERY SOON ■



Thank You

Let's connect – we're here to help

- Rosie@impactfocus.co
- [linkedin.com/in/rosie-davenport](https://www.linkedin.com/in/rosie-davenport)

DRIVING SOCIAL COMPLIANCE: THE METRO WAY

DRIVING SOCIAL COMPLIANCE: THE METRO WAY

Elza Palenik

Head of QA & Sustainability

Global Quality Assurance

Metro AG



CONTENT

- ▷ **ABOUT METRO**
- ▷ **ESG STRATEGY**
- ▷ **METRO SOCIAL COMPLIANCE POLICY**



METRO AT A GLANCE



31 billion €

Group revenue



85,000

Employees

*METRO AG Headquarter
Düsseldorf, Germany*



33

Countries



12 of which are purely delivery business
(Food Service Distribution, FSD)

624

Wholesale stores



METRO WHOLESALER MULTICHANNEL BUSINESS MODEL

Understanding as a pure wholesaler

We are a **pure wholesaler** for customers in the hotel, restaurants and catering (**HoReCa**) industry as well as independent merchants (**Traders**).

Multichannel business model

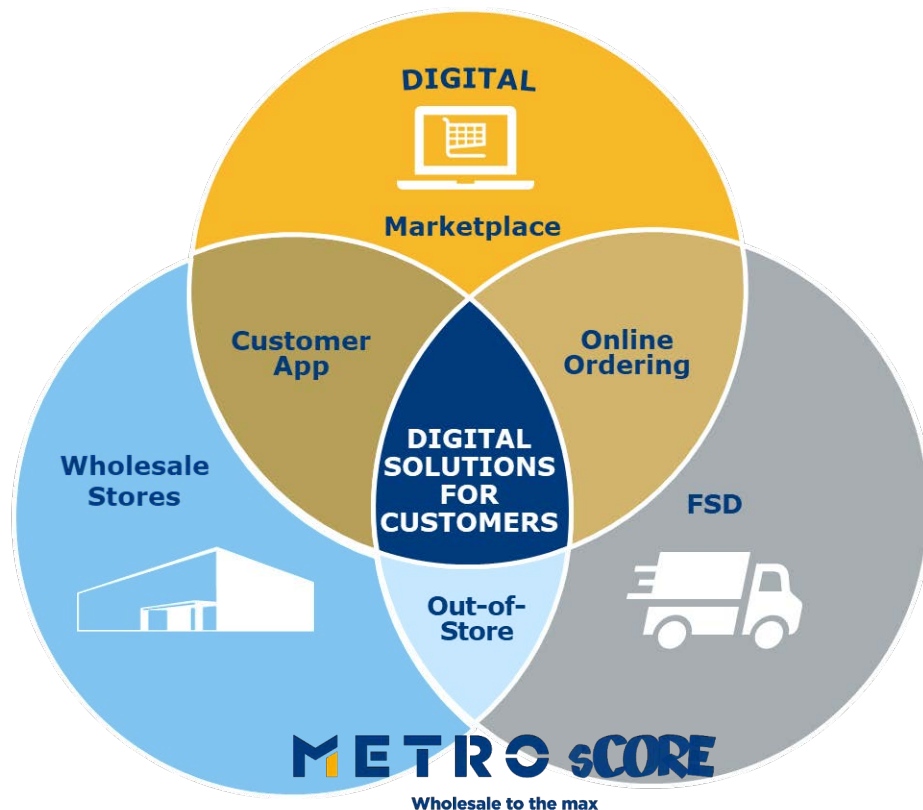
We combine an extensive network of **modern wholesale stores** with comprehensive **delivery service** (Food Service Distribution, FSD) and an **online marketplace**, all **digitally supported**.

Service companies

The Others segment includes entities such as the **service companies**, which provide services within the group in the areas of **real estate, logistics, information technology, advertising and procurement**.

Digitalisation activities

The group's **digitalisation** activities are also bundled in this segment.



METRO's

ESG STRATEGY

Next Gen Offer



THE WORLD IS NOT ENOUGH

Global bio capacity is overused



EARTH OVERSHOOT DAY



Date when humanity's demand for ecological resources and services exceeds what Earth can regenerate in a given year.

www.overshootday.org/

24 July 2025

1 Aug 2024 | 2 Aug 2023

28 Jul 2022 | 29 Jul 2021

22 Aug 2020 | 29 Jul 2019

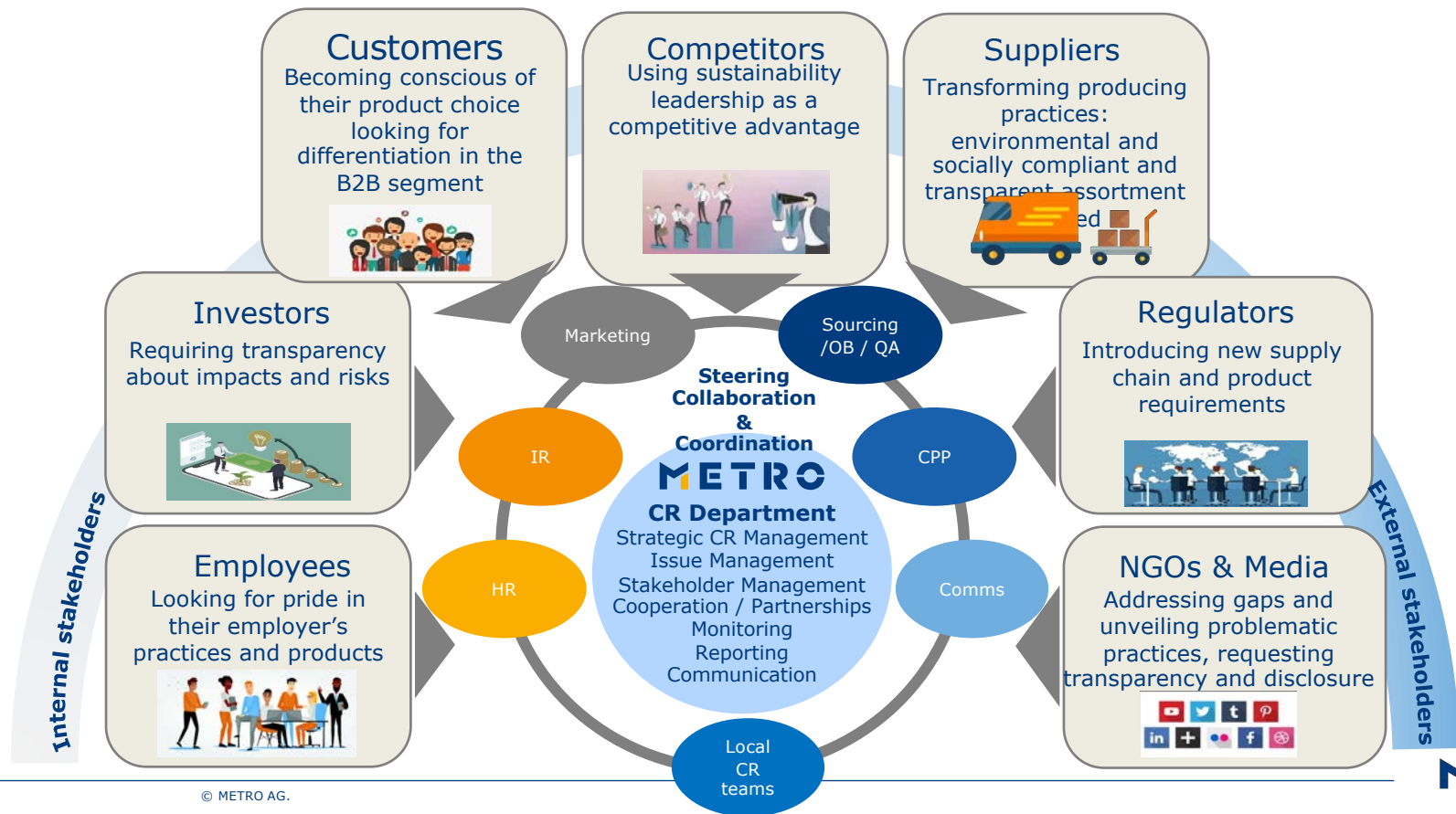
1 Aug 2018 | 2 Aug 2017

**AND METRO HAS A
BIG STAKE IN IT,
BECAUSE...**



**...THE WORLD'S
CHALLENGES ARE THE
CHALLENGES OF OUR
BUSINESS, AS IT IS
BASED ON TRADING
WITH RESOURCES.**

ESG WITH WHOLESALE PERSPECTIVE



ESG PRIORITIES

We drive our ESG strategy as a core of our corporate strategy.
We are committed to grow our business operations responsibly.
We expand our sustainable assortment and drive ethical business conduct with our partners.



REDUCING OUR CO2 FOOTPRINT



100% RELIANT PARTNER FOR OUR EMPLOYEES & CUSTOMERS



TAKING CARE OF OUR PEOPLE

Climate & Carbon

Reduce emissions & waste in our operations and contribute to a low carbon food system

Ethics & Trust

Ethical & transparent supply chain, trusted partner for our customers. Responsible sourcing

Diversity, equity & inclusion

We care for the health & well-being of our people: "ONE METRO" culture that unites us.

ETHICS & TRUST



We contribute to robust supply chains through transparency and risk management



Social Compliance in own operations & Supply Chain



Transparency & Responsible sourcing



100% Compliance with Supply Chain Due Diligence (Acts)



100% Own brand Social compliance by 2030



50% Traceability across categories (Ultra Fresh & Own brand)

Social Compliance

„Respect for human rights is one of the fundamental values of METRO, as formalized in our Value Declaration on Human Rights and Environmental Concerns.“

Roadmap

**Define METRO
accepted schemes**



**Non Food
implementation
2012**



**Near Food
implementation
2019**



**Food
implementation
2019**



METRO POLICY FOR SOCIAL COMPLIANCE



POLICY FOR SOCIAL COMPLIANCE¹

1. INTRODUCTION

METRO is a leading company in food wholesale and distribution. We strive to make our professional HoReCa² and Trader customers even more successful and do so responsibly with our ESG strategy. Embedded in our corporate strategy sCore our ESG strategy is the framework for our actions and at the same time the driver for all our activities aimed at increasing sustainability for our customers.

Respect for human rights is one of the fundamental values of METRO, as formalised in our Value Declaration on Human Rights and Environmental Concerns. We pledge to respect and contribute to complying to human rights, as set out in national legislation, e.g. Supply Chain Due Diligence Act as per German Lieferkettensorgfaltspflichtengesetz ("LkSG") and – amongst others – per United Nations Universal Declaration of Human Rights, the International Bill of Human Rights, the OECD Guidelines for Multinational Enterprises, the UN Guiding Principles on Business and Human Rights, and the Declaration on Fundamental Principles and Rights at Work of the International Labour Organization (ILO). When conducting its business, METRO complies with respective legislation and strives to operate in accordance with the highest ethical and social business standards whilst recognizing the complexity of this topic given the complexity of supply chains as well as societal and political circumstances.

METRO supports the United Nations' Sustainable Development Goals (SDGs) and is committed to promoting social practices throughout our business by transforming sourcing to sustainable solutions as well as complying with legislation. By doing so, METRO not only pays attention to achieving the global agenda and contributes to social compliance but also supports our customers in making more sustainable purchasing decisions, enhancing the sustainability of their businesses.

In this respect, METRO also declares its ambition to work towards the paramount issue of ensuring a living income for those who manufacture goods in METRO supply chains. Whilst various methodologies are acceptable when defining a living income, METRO gives preference to the Anker methodology³ where possible.

2. OBJECTIVE

This policy outlines METRO's purpose to achieve socially and legally compliant supply chains within the scope of this policy i.e. by complying with national legislation such as LkSG and in this regard

¹ This METRO Policy for Social Compliance replaces the previous METRO policies for Social Compliance as of date of application.

² HoRe, Restaurants and Catering (HoReCa)

³ The Anker Methodology is an internationally recognized approach for calculating living wages.

OBJECTIVE

- METRO aims to ensure **socially and legally compliant supply chains by adhering to national laws** like the German Supply Chain Due Diligence Act (LkSG).

TARGET DEADLINE

- By **end of 2030**, all METRO legal entities aim to disclose supply chains and ensure social compliance of **own-brand and no-name indirect suppliers**.
- **Baseline:** Value reported at the end of FY 2023/24.

METRO ACCEPTED SCHEMES

- FSSC 24000
- SSCI approved schemes
- Amfori BSCI
- Sedex SMETA
-

METRO SOCIAL COMPLIANCE - COMMITMENT

Human Rights Commitment

- METRO is dedicated to **protecting human rights across its supply chains**, in line with legal requirements and the UN Sustainable Development Goals (SDGs) by 2030.

Transparency & Risk Management

- Uses **IT-supported tools** for systematic **supplier risk assessment**.
- Applies risk mitigation measures: Trainings, Dedicated questionnaires, Requests for social compliance audits or certifications

Collaborative Approach

- Work with suppliers, peers, platforms, NGOs, experts, and certification bodies.

Supplier Expectations

- Suppliers are expected to have their own social compliance systems to manage their supply chains.



METRO SOCIAL COMPLIANCE - IMPLEMENTATION

Supply Chain Mapping

- Full disclosure of all relevant suppliers.

Risk Assessment

- Evaluate all suppliers in scope.

Risk Mitigation

- Apply measures for suppliers not considered low-risk.
- May include requesting social compliance audits or certifications

Deal-Breaker Issues

- Child labour / Forced labour
- Fire safety failings with imminent danger
- Serious unethical behaviour

Consequences for Deal-Breakers

- Immediate suspension or de-listing until successful mitigation → low-risk status.

Process steps

01

Collect
supplier
name,
address

02

Collect associated
producers name,
address

03

Associate
risk status

04

Collect social
compliance
audits

05

Evaluated by
CR
responsible

06

Register & maintain
data in dedicated
system

Thank you

Questions?



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FSSC 24000: FSSC'S SOCIAL MANAGEMENT SYSTEM SCHEME

AIM AND OBJECTIVES

- FSSC 24000 is an ISO-aligned **Social Management System (SMS)** that aims to ensure *decent work*, meet business ethics requirements, and apply due human rights diligence within the organization and its supply chain.
- Create **impact** through setting public goals linked to the UN Sustainable Development Goals.
- FSSC 24000 outlines the requirements for **auditing and certifying** an organization's Social Management System (SMS) within the scope of certification.
- Voluntary Certification Scheme



STANDARDS MAP
YOUR ROADMAP TO SUSTAINABLE TRADE



Sector			IAF Code ¹	Description of economic sector/activity		
Processing & manufacturing	Food		3	Food products (including petfood) & beverages		
	Non-food	Textiles, clothing, leather	4	Textile and textile products		
			5	Leather and leather products		
			12	Chemicals, chemical products, and fibers		
		Chemical industry	13	Pharmaceuticals		
			14	Rubber and plastic products		
		Other industry	6	Wood and wood products		
			7	Pulp, paper, and paper products		
			9	Printing companies		
			15	Non-metallic mineral products		
			16	Concrete, cement, lime, plaster etc.		
			17	Basic metals and fabricated metal products		
			18	Machinery and equipment		
			19	Electrical and optical equipment		
			Other related services			29
		30				Hotels and restaurants
31	Transport and storage					
35	Other services -Employment activities -Cleaning services					
39	Other social services -Waste management -Pest control services					

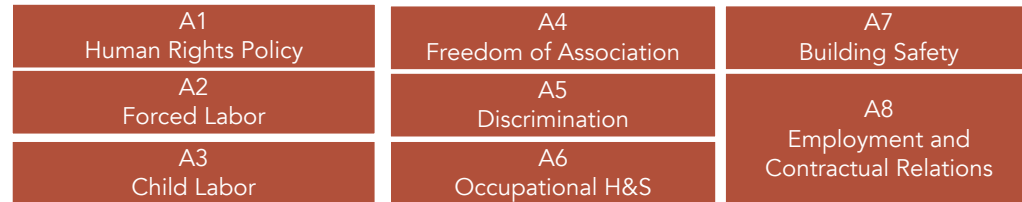
1) According IAF ID 1, Annex – Models for EMS and QMS Accreditation scopes

FSSC 24000 STRUCTURE

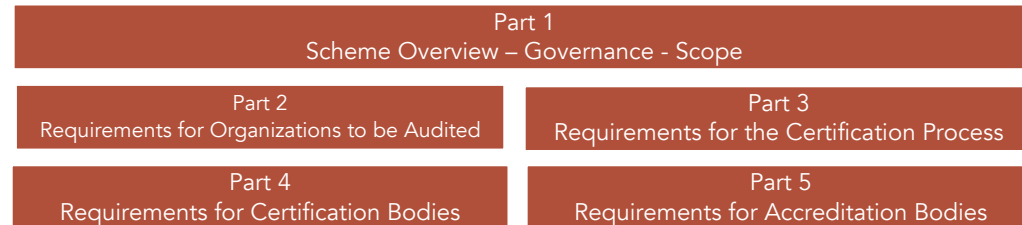
PAS 24000 Management System Part



PAS 24000 Annex A



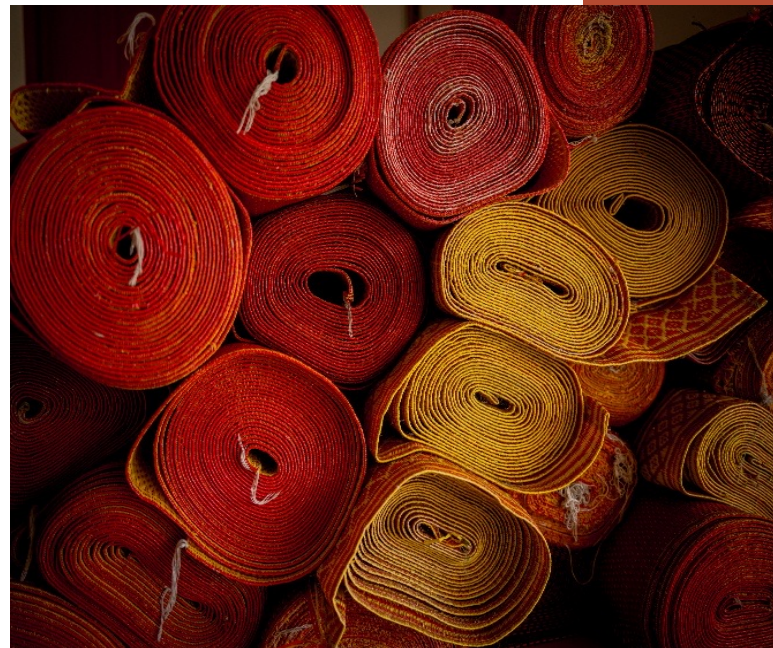
FSSC 24000 Requirements



BENEFITS OF FSSC 24000

WHAT MAKES FSSC 24000 UNIQUE

- ✓ Recognized by the Sustainable Supply Chain Initiative (SSCI) and approved by IAF (International Accreditation Forum), the Scheme is officially recognized for global acceptance.
- ✓ **A risk-based approach** enables **continuous improvement of the social performance** of the organization.
- ✓ Aligned with the **ISO Management System approach** and the **ISO Harmonized Structure**.
- ✓ **Accredited certificate with three-year** validity and annual surveillance audits.
- ✓ Facilitates **supply chain management** through responsible **social procurement** and **due diligence processes**.



SSCI BENCHMARKING APPROVAL



April 9, 2024

SSCI-recognition for FSSC 24000 results in METRO Procurement...

Foundation FSSC welcomes the announcement that METRO will now accept the Sustainable Supply Chain Initiative (...)



October 26, 2023

Nestlé approves FSSC 24000 Certification for its Suppliers

Nestlé has become one of the first organizations to accept FSSC 24000 as proof of a supplier's commitment...

THE SOCIAL MANAGEMENT SYSTEM

- ❖ FSSC 24000 is aligned with the **ISO Management System approach** and the **ISO Harmonized Structure**, facilitating integration with other ISO management standards.
- ❖ Organizations can leverage their expertise on any other ISO norms to quickly and easily deploy FSSC 24000.
- ❖ Foundation FSSC is a proven expert in F&B with FSSC 22000. The robust FSSC **Integrity Program** also applies to FSSC 24000.



SATISFYING THE REPORTING NEEDS

Approximately half of the businesses required to report under the EU Corporate Sustainability Reporting Directive face the risk of non-compliance.





**FSSC 24000
is intended
to support
organizations
to fulfill their
legal and
social
requirements.**

THE LEGAL LANDSCAPE

Beyond legal requirements, the OECD Guidelines and UN Guiding Principles provide valuable context for responsible business conduct.

FSSC 24000 aligns with these frameworks, supporting human rights due diligence and sustainable supply chain management.

Q&A

SCHEME DOCUMENTS

FSSC 24000 Version 1, 2022

- FSSC 24000 Scheme
- Board of Stakeholders Decision List
- Annex 1 | FSSC 24000 CB Scope Statements
- Annex 2 | FSSC 24000 CB Audit Report Requirements
- Annex 3 | FSSC 24000 CB Certificate Template

Download these for free from the [**FSSC website**](https://www.fssc.com).



**FSSC 24000 SCHEME
SOCIAL MANAGEMENT
SYSTEM CERTIFICATION**

www.fssc.com

Version 1.0 | 2022

GUIDANCE DOCUMENTS

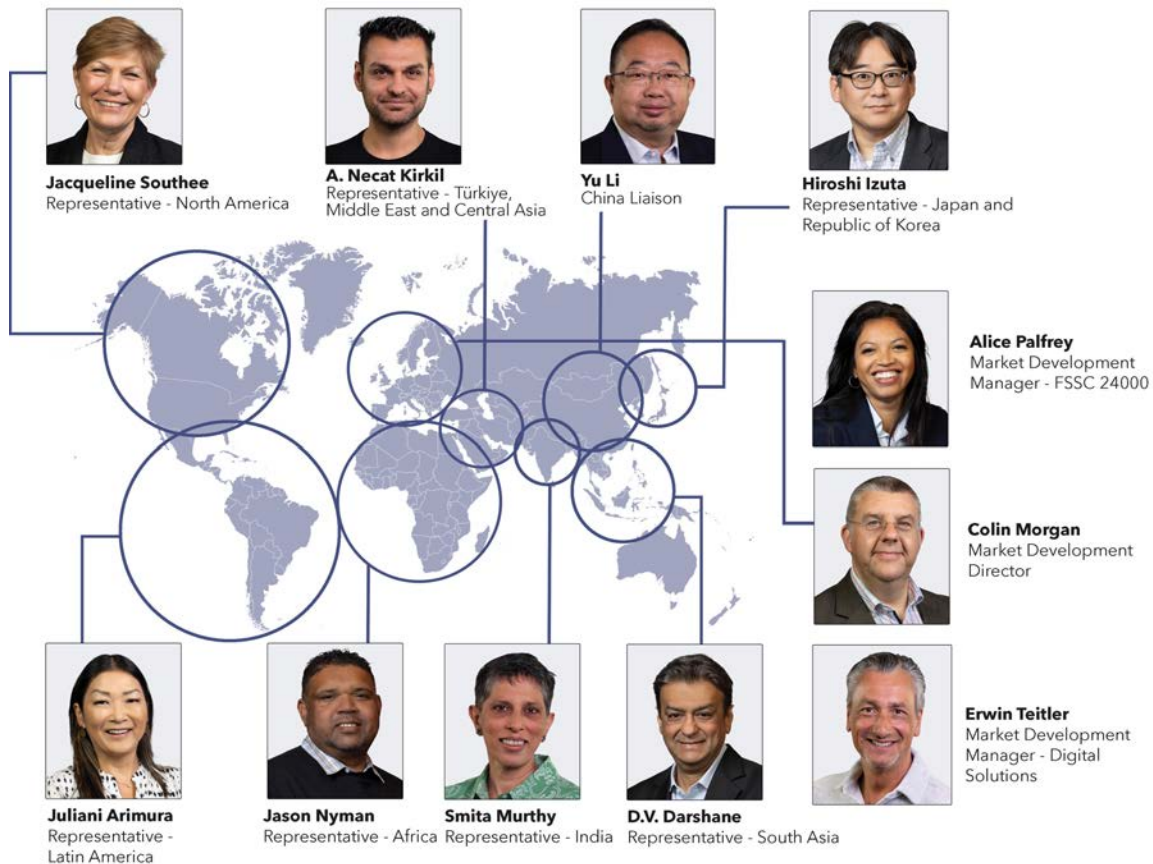
Currently available to support the implementation of FSSC 24000

- Assessment of Risks and Opportunities
- Context of the Organization
- Operational Planning and Control
- Social Procurement and Human Rights Due Diligence
- Child Labor (Definition and Implementation Guideline)
- Forced / Compulsory Labor

NEWLY ADDED in 2025

- Grievance Mechanism / Complaint Management

OUR MARKET REPRESENTATIVES



**THANK
YOU**



www.fssc.com



questions@fssc.com



Foundation FSSC



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