

ORDINARY ANNUAL GENERAL MEETING OF METRO AG, 7 FEBRUARY 2024

NOTES AND RECOMMENDATIONS FOR CONNECTING VIA VIDEO COMMUNICATION

Tips for optimal functionality of video communication

1. Internet access: The upload/download bandwidth should be stable at 5 Mbit/sec, better 10 Mbit/sec. Please ensure a stable WLAN connection or connect your device to your internet access via a LAN cable. If possible, please close all other applications that require bandwidth and computing power.

2. VPN connections: Please note that if you connect via an active VPN connection (virtual private network), the transmission quality of your live appearance may be reduced. When using security software (such as firewalls), please make sure that they allow video communication.

3. Device: An internet-enabled device (e.g. PC, laptop, tablet) is required to use the InvestorPortal. Since speeches are only permitted via electronic video communication, a device with a camera and microphone that can be accessed from the browser is required to register/present a speech. Please use your device in landscape format if possible. If possible, use a headset for better audio quality.

4. Browser: All common browsers in the current software version are permitted. Google Chrome and Microsoft Edge are recommended.

5. Request to speak: You can use the "Request to speak" button in the InvestorPortal to register a speech.

After clicking on the button, you will be taken to the input screen where you can enter all the information required for the further implementation of your speech/motion (name, telephone number, e-mail address). In the "Comment" field, we ask you to provide us with further information.

Once you have successfully submitted your request to speak, a dialog box will appear in the livestream in due time.

Clicking on the dialog box will take you to the video feed. Please check in the menu toolbar at the bottom center whether your microphone and camera are activated. You can only be connected if you have activated both. You can also select other cameras, microphones and speakers connected to your computer by clicking on the gearwheel symbol.

The browser may also require access authorization to the camera, microphone and your speakers. It may be necessary to reload the website if you subsequently grant these rights. All three authorizations are mandatory for the functionality of video communication.

The operator will check your video and sound quality and provide you with further technical information about the process.

Once the functionality has been successfully checked, you will be asked to remain in the waiting room until you are called. There you can continue to follow the Annual General Meeting in sound and video.

6. Connection: As soon as the Chairman of the meeting calls you by name, you will be connected live to the Annual General Meeting. After the Chairman of the meeting has given you the floor, you can begin your live appearance. For the duration of your live appearance, your audio and video images will be transmitted in the livestream on the InvestorPortal. Please ensure that your audio and video images are transmitted for the entire duration of your live appearance.

7. End of your speech: After your speech, you will be redirected back to the livestream.

If you would like to submit another request to speak or motion after the end of your contribution, you must register the new request to speak again using the corresponding "Request to speak" button.

Recommendations for your live appearance

1. Clothing: Please avoid small checked tops, as these patterns could create a moiré effect ("flickering") in the camera image.

2. Environment: Ensure a quiet environment with as little background noise as possible and a background that is as neutral as possible (if necessary, set the background filter "blur background"). If possible, place your device on a firm surface and try to avoid jerky movements of the hands, which can lead to blurring.

3. Lighting: Please take into account to illuminate yourself well when speaking. Avoid bright light sources in your background or from the side, such as a bright window.

4. Camera position: If possible, place your camera so that you yourself are in the centre of the picture and can look frontally into the camera. Set the camera in 16:9 landscape format.

5. Please use a headset if possible.

6. Other: Please mute mobile phones and do not place them near the device used for video communication. Otherwise, interference may be caused. If possible, please close e-mail programmes and messenger services outside the InvestorPortal on the device to avoid notifications that distract you from your live appearance and could be audible in the broadcast.

Information on testing video communication for a speech before the start of the Annual General Meeting on 7 February 2024 from 10:00 (CET)

The company offers shareholders or their proxies the opportunity to test the functionality of video communication for a speech on 7 February 2024 before the start of the Annual General Meeting and to register a request to speak. For this purpose, the "Request to speak" button in the InvestorPortal (<https://metroag.de/annual-general-meeting>) will be activated from 10:00 (CET) on Wednesday, 7 February 2024.