

CORPORATE SOCIAL Responsibility

Cognisant that Metro's success was built with the support of the wider community, the Group remains committed to being a sustainable and responsible corporate citizen by participating in charitable efforts and initiatives that benefit society. These include our efforts to: advance climate resilience through green initiatives; support our communities by providing education opportunities and caring for the elderly and less fortunate; and promote health awareness. Through our endeavours, we seek to strengthen the future pillars of society, so as to create positive ripple effects for future generations.

COMMITMENT TO SUSTAINABILITY Singapore

Green Initiatives

Retail Sustainability

As part of Metro's efforts to advance sustainability in our retail operations, we continue to promote the 3Rs of "Reuse, Reduce and Recycle" through our "Metro for a Better Future campaign", and regularly review our packaging practices. FY2024 marked Metro's third year as a signee to the Retail Bag Charge Pledge, which is part of the Plastic ACTION ("PACT") initiative by the World Wide Fund for Nature (Singapore) Limited ("WWF-Singapore") to reduce waste and move towards a circular economy. Under this movement, Metro has committed to charging for single-use carrier bags at our retail outlets to encourage customers to bring their own bags, with the bag-charge proceeds donated to WWF-Singapore to support their conservation efforts.

During FY2024, Metro continued to partner with the WWF-Singapore on several other environmental initiatives. Metro participated in the WWF Earth Hour global movement for the fourth consecutive year, switching off half of the store lights at our two retail outlets for an hour on 23 March 2024 to show support for a climate-resilient planet. And in March 2024, 25 Metro employees joined WWF-Singapore in a beach clean-up, collecting more than 56 kg of trash along East Coast beach.

COMMUNITY CARE PROJECTS

In June 2023, Metro employees partnered with Frasers Property Limited and The Food Bank Singapore to pack and deliver food bundles to beneficiaries under the NTUC Health Co-operative Limited Senior Day Care (Henderson).

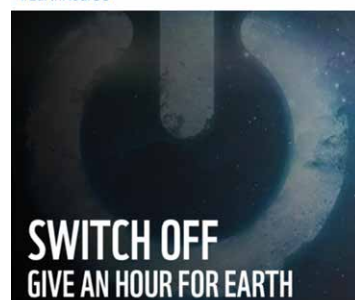
In September 2023, Metro partnered with the North West Community Development Council ("CDC") for a second consecutive year through participation in the CDC's North West Service Weeks programme, which provides quarterly food assistance to needy North West residents residing in public rental flats and under the local welfare schemes. Volunteers from Metro assisted in running a Pop-Up Market and helping eligible residents to customise their food packs.

Continuing its partnership with Food From the Heart ("FFTH"), Metro collaborated with FFTH to set up collection points for food donations at our two department stores, and carried out in-store food donation drives between



Metro is switching off 50% off our store lights this Earth Hour at 8.30pm on 23rd Mar (Sat). Join us alongside hundreds of businesses in Singapore and thousands worldwide to raise awareness for climate change and nature loss- two biggest threats facing our one home.

#BiggestHourforEarth #EarthHour2024 #SwitchOff #wwfsg #wwf #EarthHourFestival2024 #EarthHourSG



L-R: Beach clean-up with WWF-Singapore, Metro's social media post on Earth Hour 2024

In behalf of North West CDC, I would like to express my deepest appreciation for the support from you & your team of volunteers which led to yet another successful North West Service Weeks!



Appreciation from North West CDC for Metro's participation in North West Service Weeks



Metro volunteers at FFTH's warehouse and FFTH's Annual Toy Buffet



June and December 2023. Volunteers from Metro also assisted in prepacking food packs at FFTH's warehouse and participated in FFTH's Annual Toy Buffet for children from lower income families to redeem donated toys.

HEALTH PROMOTION ACTIVITIES

To help raise awareness of the Singapore Cancer Society ("SCS")'s Fit50 programme, which offers certain complimentary cancer screening services to Singapore Citizens turning 50 years old in 2023 and due for screening, Metro displayed posters in the fitting rooms of our two department stores and helped promote the programme to Metro Cardmembers. Metro also partnered with SCS, Paragon and Nutribullet to hold two separate talks on breast health in October 2023 for both Paragon and Metro Cardmembers.

AWARDS AND ACCOLADES

For our efforts in community engagement and corporate social responsibility, Metro (Private) Limited ("Metro Singapore") was recognised with an award for Best



Metro recognised for Best Efforts in Corporate Social Responsibility (Retail) at the SRA Retail Awards Gala Dinner 2023

Efforts in Corporate Social Responsibility (Retail) at the SRA Retail Awards Gala Dinner 2023. At the Retail Asia Awards 2023, Metro Singapore was also honoured with the prestigious Department Store of the Year award for a third consecutive year, a recognition that highlights Metro's exceptional commitment to sustainability, community outreach, and innovative initiatives.

**EMPOWERING THROUGH EDUCATION
Shanghai, China**

Happy Summer in Metro

Since 1999, Metro and the Shanghai Xuhui District have hosted the annual "Happy Summer in Metro" community event, which returned for its 24th edition in July 2023, after a brief break in 2022 due to COVID-19 restrictions. The three-day event featured interesting summer activities ranging from open-air cinema screenings to games and outdoor camping. As part of this event, Shanghai Metro also continued with its yearly donation of RMB100,000 to the Shanghai Xuhui District Education Development



"Happy Summer in Metro" event

CORPORATE SOCIAL Responsibility

Fund to further the development of education. In addition, Metro partnered with the SFC International Cinema and the Xuhui District Education Bureau to donate 2,000 cinema tickets to the children and youth of Xuhui District.

METRO TEACHER RESEARCH SCHOLARSHIP (美罗新秀奖)

In September 2023, Metro formally launched our collaboration with the Xuhui District Education Fund on the Metro Teacher Research Scholarship programme. We made our first donation of RMB300,000 per year to this programme which supports young teachers from the Xuhui District engaging in educational research.



Launch ceremony for the Metro Teacher Research Scholarship

Anhui, China

Shanghai Metro Hope School

In September 2023, six members from the Shanghai Metro team resumed Metro's first post-pandemic physical visit to the Shanghai Metro Hope School in Feng Yang County of Anhui Province, bringing with them donations of new school uniforms, school bags and other educational supplies worth RMB12,000, and marking a joyous, long-awaited meetup with the students there.



Visit by Metro volunteers to the Shanghai Metro Hope School

SUMMER CAMP AT METRO CITY

In August 2023, Metro donated RMB53,000 in support of a summer camp held for teachers and students from the impoverished regions of Tongjiang County in the



Summer camp visit to Metro City for teachers and students from Tongjiang County

Sichuan Province. On the second day of the summer camp, volunteers from Metro hosted a visit to Metro City by the camp's attendees. The students received gifts prepared by Metro and engaged in a series of fun enrichment activities led by school counsellors, which were designed to help them learn about empathy, trust, managing emotions and developing self-confidence.

CARING FOR THE ELDERLY

Since 2006, Shanghai Metro has contributed to Shanghai Xujiahui Street Home for the elderly annually. In August 2023, Shanghai Metro delivered beverages and daily essentials to the staff of the home and expressed appreciation for their hard work.

A RESPONSIBLE CORPORATE CITIZEN

To contribute to the welfare of frontline workers like delivery staff and cleaners, Metro collaborated with the Xuhui District Federation of Trade Unions on a mobile refreshment kiosk that provided complimentary cool refreshments to frontline workers during the summer. Metro also partnered with the Shanghai City Charity Fund's Xuhui District representative office to organise a week-long outdoor charity bazaar at Metro City in January 2024.



Charity bazaar at Metro City