

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". As part of this campaign, Metro continues to maintain collection points for textiles and other recyclables at the customer service counters of our Metro Paragon and Metro Causeway Point department stores, regularly review our packaging practices and reuse packaging material for our ecommerce and home delivery parcels. Metro also continued to participate in the Retail Bag Charge Pledge by the World Wide Fund for Nature (Singapore) Limited ("WWF-Singapore") to reduce waste and move towards a circular economy, whereby Metro has committed to charging for single-use carrier bags at our retail outlets to encourage customers to bring their own bags, with 100% of the bag-charge proceeds donated to WWF-Singapore to support their efforts in reducing plastic waste.

During FY2025, Metro continued to partner with the WWF-Singapore on several other environmental initiatives. Metro participated in the WWF Earth Hour global movement for the fifth consecutive year, switching off half of the in-store and façade lights at our two retail outlets for an hour on 22 March 2025 to show support for a climate-resilient planet. Metro also hosted WWF-Singapore in their donation drive and roadshow at our two retail outlets in the months of September and December 2024.

Metro also joined the Orchard Road Business Association ("ORBA")'s Sustainability Roadmap and Pledge which was launched on 15 November 2024, pledging to adopt sustainability practices focusing on energy efficiency, green procurement, social sustainability and sustainability experiences. At the launch, Metro featured its in-house label Kurt Woods, sharing how sustainable ideas are weaved into design and the selection of mills to promote environmental responsibility.

COMMUNITY CARE PROJECTS

In May 2024, Metro partnered with the North West Community Development Council ("North West CDC") for a third 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. 25 volunteers from Metro assisted in running a Pop-Up Market, packing care packs and facilitating their pick-up and distribution to eligible residents.



WWF-Singapore donation drive at Metro's department store



Metro volunteers at North West CDC Pop-Up Market

Continuing a partnership with Food From the Heart (“FFTH”), a total of 85 volunteers from Metro participated in ten food packing sessions at FFTH’s warehouse over the course of FY2025, while Metro continued to maintain food donation collection points at the customer service counters of its Metro Paragon and Metro Causeway Point retail stores.

AWARDS AND ACCREDITATION

In the Singapore’s Best Employers 2024 ranking by global data firm Statista and The Straits Times, Metro (Private) Limited (“Metro Singapore”) was recognised for being among Singapore’s top 250 employers. At the Excellent Service Award (“EXSA”) 2024, Metro Singapore was recognised with a total of 18 award recipients from its two department stores. On 10 October 2024, Metro Singapore was also accredited with the Progressive Wage Mark which recognises companies that pay progressive wage to lower-wage workers and enables consumers and corporate buyers to easily identify and support such companies.



Metro volunteers at FFTH’s food packing session



Metro recipients recognised at the Excellent Service Award 2024

CORPORATE SOCIAL RESPONSIBILITY

EMPOWERING THROUGH EDUCATION

Shanghai, China

Happy Summer in Metro

In July 2024, Metro celebrated the 25th anniversary of the annual "Happy Summer in Metro" community event, which has become a signature event in the Xuhui District and Shanghai. As part of the event, Metro continued its partnership with the Xuhui District Education Foundation, making its annual grant of RMB100,000 in scholarships to academically outstanding but financially disadvantaged students, and encouraging them to further excel in their studies. To date, "Happy Summer in Metro" has donated more than RMB5.5 million and supported over 2,000 students in Xuhui, many of whom have thrived and are now contributing back to society in their own ways.

Metro Teacher Research Scholarship

(美罗新秀奖)

Under the Metro Teacher Research Scholarship programme, Metro's collaboration with the Xuhui District Education Foundation which was launched in September 2022, Metro made our third donation of RMB300,000 to support young teachers from the Xuhui District who are engaging in educational research. In October 2024, eight project leads from kindergartens, primary schools, junior high, and senior high schools presented the final reports of their respective research projects, with the evaluation panel in unanimous agreement that the topics selected by the young teachers were well aligned with the practical needs of schools, and that the research quality had significantly improved, reflecting both the academic calibre and professional spirit of young educators in Xuhui. Completion certificates and awards of excellence were presented to the young teachers in recognition of their outstanding research projects.

Collaboration with Shanghai Xuhui District Clover Children's Rehabilitation Centre

In April 2024, Metro Shanghai formally commenced its partnership with the Shanghai Xuhui District Clover Children's Rehabilitation Centre (上海徐汇区三叶草儿童康健园) ("Clover"), which is a specialised institution operating as a private non-enterprise unit under the Xuhui District Civil Affairs Bureau that primarily provides rehabilitation training for children with autism spectrum disorders as well as related guidance for their families. Under this partnership, Metro Shanghai will donate RMB20,000 annually to support the Clover's Saturday public welfare classes programme, which primarily take the form of group activities open to all enrolled children and their parents, and mainly includes expert lectures, parental guidance sessions, social group activities, painting, handicrafts, outdoor excursions, recreational sports, and group games.

In August 2024, Metro Shanghai organised a summer event in which the families and children of employees were invited to visit Clover for one of its Saturday public welfare classes. At Clover, the children of Metro Shanghai employees presented toys and gifts to the students from Clover and engaged in an hour of joyful interactions with them, while the Metro Shanghai employees attended a special legal seminar organised by Clover that focused on the legal rights of individuals with special needs.



Donation ceremony at the "Happy Summer in Metro" event



Recipients of the Metro Teacher Research Scholarship



Visit to Shanghai Xuhui District Clover Children's Rehabilitation Centre

Donation of Books to Undergraduates from Ethnic Minorities

In November 2024, the Shanghai Metro team donated RMB10,000 worth of books to undergraduates from ethnic minorities.

Anhui, China

Shanghai Metro Hope School

In September 2024, our Shanghai Metro team continued to support the Shanghai Metro Hope School in Feng Yang County of Anhui Province through a donation of RMB12,000 worth of educational supplies.

Jiangxi, China

Wuyishan Yu Huizhen Hope Primary School (江西武夷山余惠贞希望小学)

On 25 December 2024, Shanghai Metro team served as a philanthropic bridge by partnering with the family of charitable musician Yuan Zhoulü, representatives of the Yu Huizhen family in Singapore, and the Wuyishan Yu Huizhen Hope Primary School to organise a charity concert at the school. The event featured a series of captivating performances including young musician Yuan Zhoulü's piano recital, tea ceremony and choir performances by the school's students and teachers, and musical performances by volunteers from Shanghai Metro and the charity families. At the event, Shanghai Metro also donated RMB10,000 worth of school supplies to support the school's music education.



Charity event at the Wuyishan Yu Huizhen Hope Primary School

CARING FOR THE ELDERLY

Since 2006, Shanghai Metro has contributed annually to the Shanghai Xujiahui Subdistrict Elderly Care Home (徐家汇街道敬老院). In March 2025, Shanghai Metro organised a joint community outreach visit to the home which involved volunteers from some Metro City tenants. With the visit coinciding with "White Valentine's Day", the volunteers shared pastries and fruits with the residents from the Home and offered them a variety of free community services tailored to seniors, such as haircuts, eyewear cleaning and adjustments, blood pressure checks, and basic tech support. Shanghai Metro also donated RMB10,000 of cold weather supplies to the Home.



Joint community outreach event at Xujiahui Subdistrict Elderly Care Home