

# 2024

## SUSTAINABILITY REPORT



TABLE OF CONTENTS

TABLE OF CONTENTS.....	2	OUR WORLD – GREENING LOGISTICS.....	12
About this report.....	2	Climate and nature.....	12
Messages from Leadership.....	3	Circularity and resource efficiency .....	14
OUR IMPACT JOURNEY.....	4	OUR TEAM – EMPOWERING PEOPLE .....	15
2024: A YEAR OF TRANSFORMATION .....	5	Safety and wellbeing .....	15
About Metro Supply Chain.....	5	Inclusion and belonging.....	16
DELIVERING VALUE IN OUR SUPPLY CHAIN .....	7	Growth and opportunity.....	17
DELIVERING VALUE IN OUR COMMUNITIES .....	8	OUR COMPANY – LEADING RESPONSIBLY .....	19
Canadian Red Cross .....	10	Governance and structure .....	19
DRIVING IMPACT.....	11	Integrity and ethics.....	19
Our strategic focus areas .....	11	Communication and transparency.....	19
		OUR CUSTOMER – INNOVATING TOGETHER .....	20
		Partnership and collaboration .....	20
		OUR PROGRESS .....	21



**About this report**

Our second annual Sustainability Report outlines our progress toward our sustainability goals and highlights the initiatives, achievements and stories we are most proud of, building on the foundation laid in our inaugural report in 2023.

Unless otherwise noted, the data presented covers performance from **January 1 to December 31, 2024**. Following the completion of the acquisition of SCI Group Inc. in the first quarter of 2024, this report reflects our combined organization and its expanded potential to deliver lasting value



**DISCLAIMER** This report contains forward-looking information regarding Metro Supply Chain’s strategic goals and performance targets. This includes, but is not limited to, statements regarding our sustainability goals, future operational plans, and performance targets. These statements represent our current strategic intent and are not guarantees of future performance. They are based on current assumptions regarding technology availability, operational conditions, and third-party cooperation.

Important Caution: Forward-looking statements involve inherent risks and uncertainties. Actual results may differ materially from these targets due to factors such as global supply chain disruptions, changes in regulatory standards, the development of our emissions reduction roadmap, and our ability to recruit and retain diverse talent. Metro Supply Chain undertakes no obligation to update these statements. Readers are cautioned not to place undue reliance on these forward-looking statements, which reflect our expectations only as of the date of this report.

## Messages from Leadership



Marking Metro Supply Chain’s 50-year milestone is a moment to reflect on how far we’ve come and where we are headed. We have grown into an organization recognized for shaping resilient and innovative supply chain solutions across Canada, the US, the UK and Europe.

Reaching this milestone is not just about our longevity but about ensuring that we remain a sustainable business for many years to come. This means embedding sustainability into our strategy, investing in technology and people, and continuously working to reduce our impact on the environment while creating long-term value for our customers and communities.



As Metro Supply Chain marked its 50th anniversary in 2024, I was reminded that milestones are as much about looking back as they are about setting the stage for what comes next. Over the past five decades, our company has grown from modest beginnings into a trusted leader in third-party logistics, defined by innovation, adaptability and a deep commitment to serving our customers, people and communities. This milestone has been both a moment of reflection and a call to action to continue building a future shaped by progress, opportunity and shared responsibility.

### A legacy of excellence and shared success

From our earliest days, we have believed that success is built together. Our customers inspire us to continuously innovate, our people drive our performance with dedication and care, and our communities ground us in purpose. It is through these partnerships that Metro Supply Chain has become not only a business leader but also a company recognized for creating lasting impact.

### Embracing transformation

In 2024, we took an important step forward with the finalization of our acquisition of SCL, marking a defining moment in our history. This strategic integration expanded our scale and capabilities, strengthened our resilience and positioned us to deliver even greater value to our customers. Just as importantly, it reinforced our shared commitment to sustainability and responsible growth, ensuring that transformation means progress for our business, our people and the planet.

### Deepening our commitment to sustainability

Sustainability has always been core to who we are, but the urgency of today’s climate and social challenges calls us to lead with even greater ambition. As part of our ongoing journey, we have launched our Science-Based Target-setting initiative to guide long-term climate action in line with global best practices. We recognize that our footprint and our opportunity to drive positive change extend well beyond our operations, touching every customer, partner and community we work with.

### Strengthening executive accountability

We know that bold commitments are only meaningful when backed by clear accountability. This is why sustainability at Metro Supply Chain is governed at the highest levels of our organization. Anchored by Executive oversight and reinforced by transparent reporting, our approach ensures that environmental, social and governance priorities are embedded in our strategy and day-to-day decision-making.

### People-first culture: Our enduring foundation

At the heart of Metro Supply Chain’s 50+-year journey are our people. Safety, inclusivity and continuous improvement are among our guiding values, shaping a culture where every team member is empowered and supported. As we grow, we remain committed to nurturing an environment where people can thrive and where diverse perspectives strengthen our collective impact.

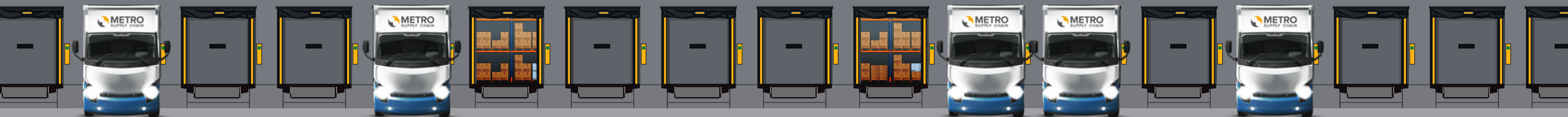
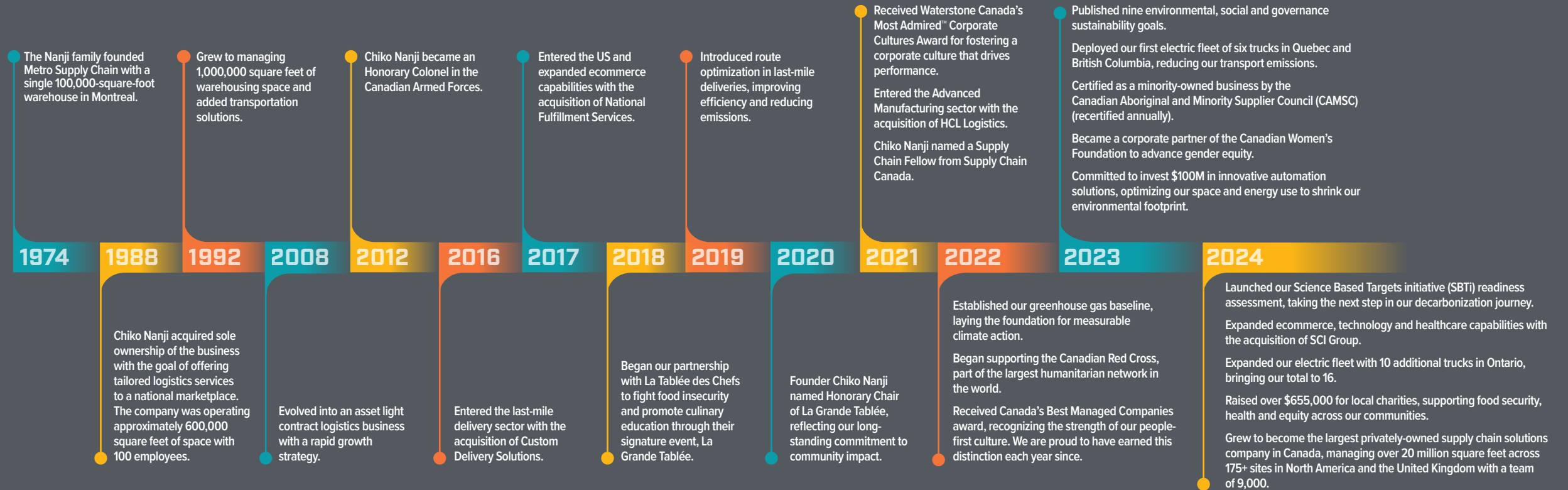
### Looking forward with purpose and optimism

As we reflect on our first 50 years, we also look forward with optimism and determination. Metro Supply Chain’s next chapter will be defined by championing innovation, advancing sustainability and living our people-first values. Together with our customers, team members and communities, we will build on our legacy to create lasting, positive change for generations to come. Thank you for being part of this journey.

OUR IMPACT JOURNEY

50 YEARS OF IMPACT  
FROM A CANADIAN INNOVATOR TO A GLOBAL LEADER

For half a century, we have grown as one team united by a shared vision: to be the champion in global contract logistics. What began in 1974 as a single 100,000-square-foot warehouse in Montreal has evolved into Canada’s largest privately-owned supply chain solutions company. What sets us apart is how we’ve grown. While scaling internationally, we’ve stayed grounded locally, empowering our sites to respond to the unique needs of their communities. Many of our most meaningful initiatives have been born at the site level, where teams work side-by-side with customers and act quickly to create lasting impact.

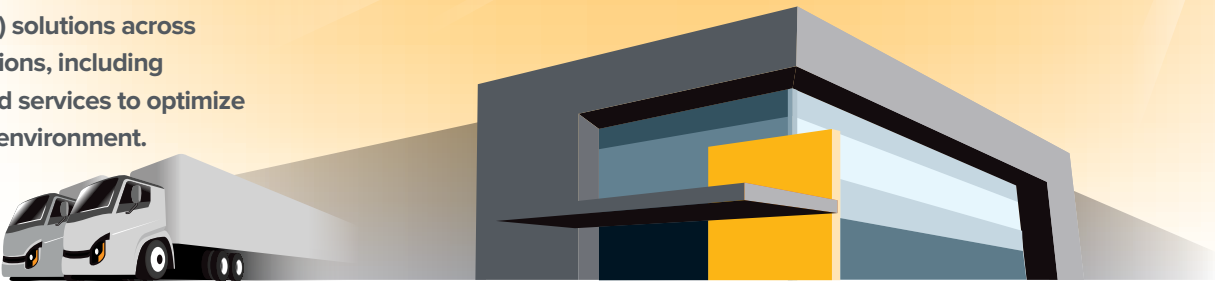




# 2024: A YEAR OF TRANSFORMATION

## About Metro Supply Chain

Metro Supply Chain is a trusted partner delivering end-to-end third-party logistics (3PL) solutions across North America and the United Kingdom. We provide innovative contract logistics solutions, including warehousing, inventory management, order fulfillment, transportation and value-added services to optimize operations that drive innovation and deliver benefits for people, communities and the environment.



**20M**  
square feet of  
warehousing across  
**175+** sites in  
**6 countries**

**9,000**

team members powering our operations



**30B+**

goods handled



**7M**

last-mile deliveries  
in North America



**355M+**

product units packed



**370M**

ecommerce units processed

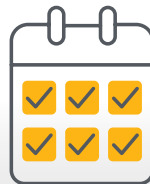


**185K**

installations,  
renovations, and  
maintenance projects  
delivered

**77K**

parcel delivery stops made  
weekly during peak – with  
zero lead time issues



**95**

facilities with zero lost time  
injuries

**1,000**

vehicles in our delivery fleet



**130K**

White Glove  
orders completed

**44K**

Big and Bulky deliveries  
handled in one peak week,  
with a **76 NPS\*** score



\*Net Promoter Score is a metric that measures customer (or stakeholder) loyalty by asking how likely they are to recommend your company (or service) to others.

Our vision

To be a strategic supply chain solutions partner for the world’s fastest growing and most recognizable organizations.

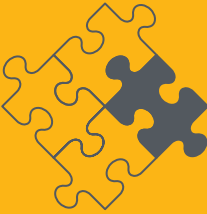
Our mission

To advance our customers’ businesses through innovative, real-world solutions within a culture that supports our communities, protects our environment, and enables our team to thrive.

Our values

In today’s rapidly changing world, supply chain resilience is more than a competitive advantage – it’s a strategic necessity. We are committed to delivering the goods people depend on every day in ways that are smart, safe, inclusive and sustainable. By embedding sustainability into everything we do, we strengthen our ability to prepare for, respond to and recover from disruptions, creating long-term value for our customers, our communities and our business.

It’s not just what we do – it’s how we do it.



2024 marked a pivotal moment in our 50-year journey.

The transformative acquisition of SCI Group Inc. expanded our scale, capabilities and reach, positioning us to accelerate our sustainability goals and deliver even greater value across our supply chain and beyond.

As we grow, so does our responsibility. With increased influence across the value chain, we are committed to leading by example to **drive sustainability forward, together.**



-  Respect
-  Safety and wellness
-  Sustainability
-  Inclusivity
-  Collaboration
-  Transparency and communication

# DELIVERING VALUE IN OUR SUPPLY CHAIN

At every stage of our value chain, we impact people and the planet.

We take a value chain approach, addressing challenges and seeking opportunities both upstream and downstream, to create value for all our stakeholders. Our responsibility doesn't stop at our own facilities; we collaborate with our partners to extend positive influence across the entire chain.

One clear example is last-mile delivery, where demand has grown exponentially. During COVID-19, home deliveries became essential, and today they reflect a new normal where everything can be delivered. Metro Supply Chain has scaled to meet this shift and is now Canada's leading provider of Big and Bulky deliveries.

We embed environmental and social considerations into how we design, move, store, fulfill, deliver, take back and repurpose these goods. **Big and Bulky goods are oversized or heavy items like furniture or appliances that require special handling, storage or delivery.**

## 1 Inbound transportation and freight management

We move goods efficiently from suppliers using multimodal transport and optimization tools.

-  We **consolidate loads** so that trucks leave at least 80% full, cutting fuel use and emissions.
-  We **avoid unnecessary trips** by releasing loads only when utilization thresholds are met.
-  We **strengthen local economies** by partnering with regional carriers for interprovincial moves.





## 2 Strategic warehousing, cross-docking and order fulfillment

We transfer bulky goods quickly and safely, minimizing delays and costs.

-  100% of our material-handling equipment is electric, **reducing onsite emissions.**
-  New facilities include energy-efficient lighting, with two of our Canadian sites **achieving green building certifications.**
-  We invest in safety training, including new eLearning modules, so **team members can safely handle oversized items.**
-  Our diverse teams **build inclusivity** into daily operations.


## 3 Last-mile delivery

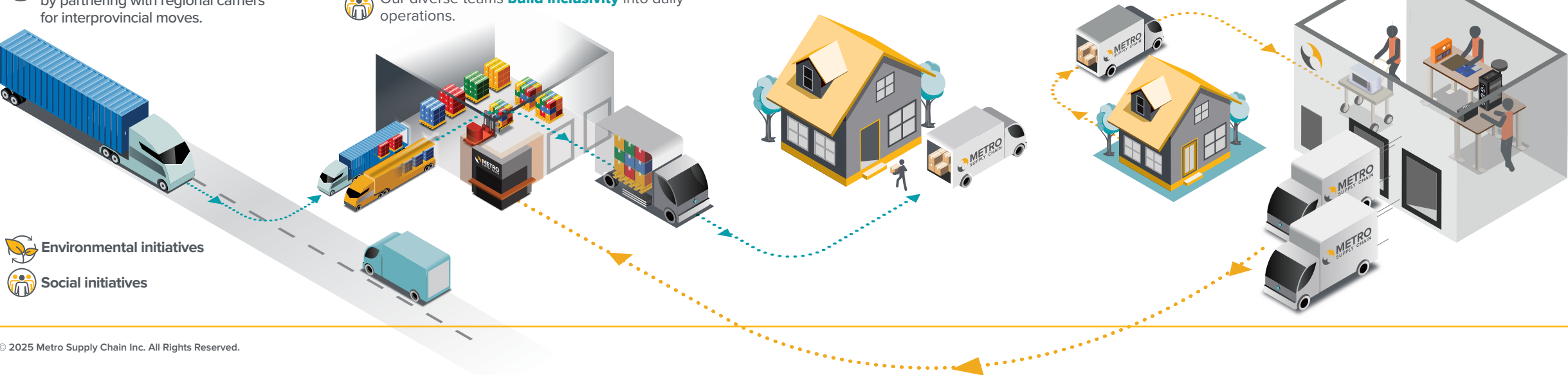
We deliver (and often install) Big and Bulky items directly in customers' homes.



-  Our **16 zero-emission vehicles** complete nearly **210,000 orders** each month.
-  Our proprietary software optimizes **500+ routes daily**, reducing miles driven and cutting transport emissions.
-  We **recycle all** cardboard and plastic packaging materials, including Styrofoam, in Ontario and Quebec, Canada.
-  We **hire from within the communities** where we operate, creating local jobs.

## 4 Reverse logistics

We manage product returns responsibly.

-  Returned items with recovery potential are sent to salvage partners, **reducing waste and creating economic value.**



 Environmental initiatives  
 Social initiatives



# DELIVERING VALUE IN OUR COMMUNITIES

**Our responsibility extends beyond our supply chain and into the communities where we live and work.**

We believe our success is directly linked to the resilience and wellbeing of these communities.

Metro Supply Chain has a presence in communities across the world, and each has its own challenges and strengths. That’s why our community partnerships operate on two levels:

- Company-level partnerships with organizations that align with our broader values and goals
- Local-level initiatives driven by our teams on the ground

By empowering sites to choose and support causes that matter most to them, we foster a sense of ownership and direct impact. This decentralized approach allows us to build authentic connections with local organizations while strengthening employee engagement. Many of our donations are also driven by our customers.

In 2024, our community support grew significantly, reflecting our commitment to building stronger, healthier and more equitable societies.

**OUR GOAL:**  
Grow charity funding by  
**10%**  
annually.

**OUR PROGRESS:**  
In 2024, we met our target,  
**raising over**  
**\$655,000**  
for communities in need and providing additional non-financial support to our charity partners.

**We focus on strengthening communities in four priority areas where we believe we can make the biggest difference.** Each is aligned with the UN Sustainable Development Goals (SDGs). Below are examples of our donations, demonstrating how we support communities across these four priority areas.

UPLIFTING YOUTH	TACKLING HUNGER	IMPROVING HEALTH	ADVANCING WOMEN
			
San Leandro Boys and Girls Club \$12,000	Grocery Foundation \$8,332	Canadian Cancer Society \$5,896	Canadian Women’s Foundation \$25,000
Children in Need \$2,625	Centre Wellington Food Bank \$10,000+	Habitat for Humanity \$7,300	The Period Purse \$500
Montreal Children’s Hospital \$2,075	Feeding America \$7,200	Terry Fox Foundation \$630	Ernestine’s Women’s Shelter \$5,977
Toys for Tots \$1,440	Knight’s Table Communal Kitchen \$505	Leucan \$852	DVSCP (Domestic Violence Services of Cumberland & Perry Counties) \$720



As a proud corporate partner of the **Canadian Women’s Foundation**, we support their work to advance gender equality across Canada. Through our partnership, we help fund community-led programs in every province and territory that support women, girls, and gender-diverse people to find safety and move forward—gaining financial stability, building confidence, or rebuilding their lives after abuse. Last year alone, the Foundation funded 146 programs and positively impacted 114,472 lives.







CASE STUDY:  
Inspiring the next generation –  
The Montreal Children’s Hospital Foundation

As part of our partnership with Lance Stroll, driver for the Aston Martin Aramco Formula One® Team, we’re harnessing the excitement of motorsport to bring resilience, confidence, and joy to young people facing serious health challenges and their families. In June 2024, we were proud to host special guests from the Montreal Children’s Hospital Foundation at the Formula One® Canadian Grand Prix in Montreal. The children and their families enjoyed lunch in the Paddock Club, a behind-the-scenes garage tour, and a personal meet-and-greet with Lance Stroll.

“ This is a day I will remember for the rest of my life. What an amazing experience!”

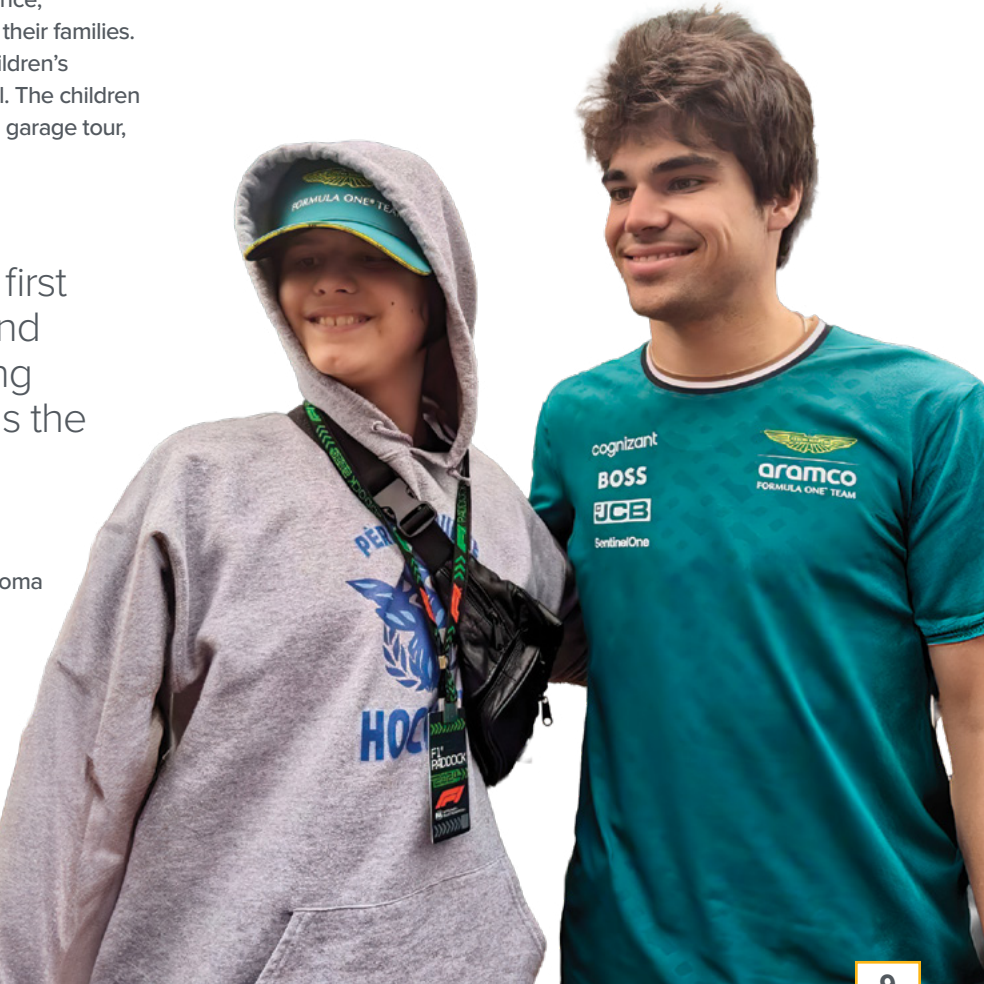
**Liam, 14**  
recently diagnosed with a rare type of cancer

“ This was my first time at the Grand Prix and meeting Lance Stroll was the best part!”

**Anissa, 14**  
living with Hodgkin lymphoma

This partnership demonstrates that community action is about more than donations. It’s about creating moments that inspire hope and celebrate resilience.

LIAM AND LANCE STROLL



## Canadian Red Cross

From responding to natural disasters to promoting community well-being, the Canadian Red Cross provides critical humanitarian aid across Canada and the globe. We are proud to align our support with their mission, focusing on three key areas: **Disaster Risk Reduction, Community Health and Wellness, and Indigenous Programming.**

Highlighting our team’s incredible generosity, our team members raised **\$50,565** in support of Canadian Red Cross emergency management in 2024, including the Alberta Wildfires Appeal and the Mobile Food Bank program. Combined with a corporate contribution of **\$75,000**, our total impact provided vital support for Canadians affected by crises and helped fund essential services.

### Disaster Risk Reduction

Our approach to disaster risk reduction is two-fold: prepare and respond. In 2024, we helped communities prepare for emergencies through the Ready Rating™ program, a free service for businesses, schools and organizations to prepare for emergencies. The Missing Maps initiative is an open collaborative project to map vulnerable regions – **19 volunteers** from the Metro Supply Chain team mapped **356 buildings** in flood-prone areas.

When disaster struck during the Jasper wildfires, we supported the Canadian Red Cross, whose rapid response efforts provided over **\$5 million** in financial aid, over **8,900 emergency supplies** distributed, and over **4,200 conversations** with people in need of psychosocial or well-being support.

### Community Health and Wellness

We believe true community wellness addresses both physical and mental health. That’s why we support the Mobile Food Bank, ensuring nutritious food reaches people with disabilities in the greater Toronto Area. Our team was hands-on, with **106 volunteers** working in **15 shifts** to pack **2,208 food hampers**, and our office food drives collected **1,100 pounds of food** (equal to an additional **206 hampers**).

In parallel, we tackle the challenge of social isolation through supporting the Friendly Calls Program. Our investment helped trained volunteers make nearly **60,000 calls**, offering emotional support and a friendly voice to adults at risk of isolation.

### Indigenous Programming

Through the Indigenous Peoples Help Desk, we support community-led health education for Indigenous Peoples. In 2024, we helped fund **12 webinars** on crucial topics like opioid harm reduction and mental wellness, half of which were delivered directly by Indigenous organizations to ensure the programming was culturally grounded and effective.

“Metro Supply Chain’s continued partnership with the Canadian Red Cross reflects our commitment to supporting Canadians in need and making a meaningful difference in our communities. I’m incredibly proud of our team’s dedication to this cause, and together we are helping to build a stronger, more resilient future for Canadians.”

- **Chris Galindo** | President, Supply Chain Services





# DRIVING IMPACT

## Our strategic focus areas

At Metro Supply Chain, sustainability isn't a standalone initiative – it's embedded across every part of our business. This is why we organize our sustainability efforts around our four strategic focus areas.

1

### Our world

#### Greening logistics

We challenge ourselves to find new ways to positively impact our people, communities and environment.

- Climate and nature
- Circularity and resource efficiency

2

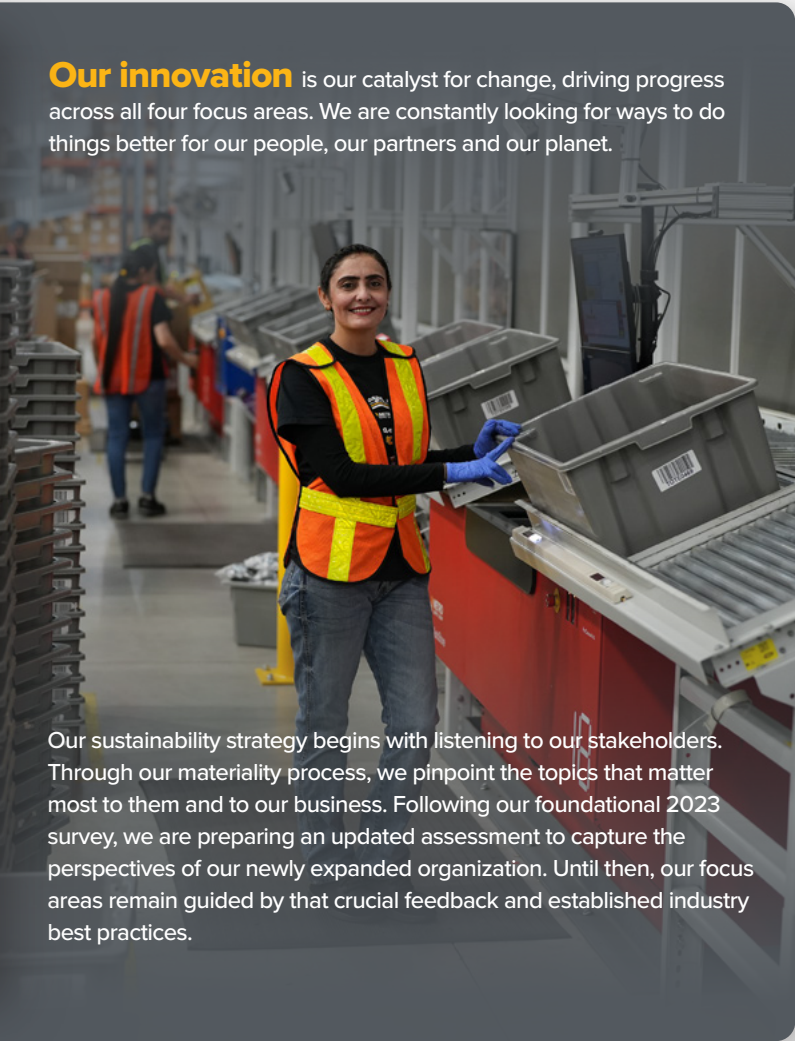
### Our team

#### Empowering people

We embrace a safe and welcoming workplace where we all feel valued, respected and supported.

- Safety and wellbeing
- Inclusion and belonging
- Growth and opportunity

**Our innovation** is our catalyst for change, driving progress across all four focus areas. We are constantly looking for ways to do things better for our people, our partners and our planet.



Our sustainability strategy begins with listening to our stakeholders. Through our materiality process, we pinpoint the topics that matter most to them and to our business. Following our foundational 2023 survey, we are preparing an updated assessment to capture the perspectives of our newly expanded organization. Until then, our focus areas remain guided by that crucial feedback and established industry best practices.

3

### Our company

#### Leading responsibly

We work together to strengthen our company's capabilities and drive innovation forward.

- Integrity and ethics
- Communication and transparency
- Governance and structure

4

### Our customer

#### Innovating together

We earn and nurture trusted win-win partnerships that deliver exceptional customer experiences.

- Partnership and collaboration

## Our focus SDGs

We translate the global ambition of the UN Sustainable Development Goals (SDGs) into tangible action through our core business strategy. Our most significant contributions are focused on four goals:



**SDG 9 – Industry, Innovation and Infrastructure:** As a logistics leader, we build resilient infrastructure and advance our industry by investing in innovative technologies that enhance efficiency and sustainability.



**SDG 10 – Reduced Inequalities:** Our identity as a minority-owned global company shapes our commitment to creating quality jobs and fostering a diverse, inclusive supply chain where all partners can thrive.



**SDG 13 – Climate Action:** We address climate change directly within our operations by optimizing logistics to reduce fleet emissions, investing in energy-efficient facilities, and pioneering circularity.



**SDG 3 – Good Health and Wellbeing:** We integrate wellbeing into every aspect of our business, from an uncompromising safety commitment to programs that support the health of our team members and communities.

# OUR WORLD – GREENING LOGISTICS

**Our planet is our responsibility.**

Global supply chains are the arteries of the world economy, but they also represent a major source of global emissions. We recognize the scale of this impact and our responsibility to address it.

We are meeting this moment by fundamentally re-thinking our operations to reduce our carbon footprint, conserve resources and protect the ecosystems we depend on. Our goal is to build lasting environmental resilience into every link of the supply chain.

**Climate and nature**

**As a supply chain leader, tackling climate change isn't optional.**

The logistics and transport sector contributes over a third of global carbon dioxide emissions<sup>1</sup> and that figure is rising. At Metro Supply Chain, we believe progress starts with accurate measurement, which is no easy task for a supply chain comprised of several different branches.

But measurement is only the beginning. From converting forklifts to rechargeable battery power, to installing EV chargers, to rethinking packaging and waste, we are embedding carbon reduction into every part of our operations. We are also partnering with customers and suppliers who share our vision, working together to electrify delivery fleets, optimize routes and minimize road time.

We recognize that eliminating 100% of emissions is not possible – at least not yet. That's why we're also investing in offsetting and nature restoration, from collaborating with Tree Canada to plant 5,000+ trees, to cleaning up the environment through employee-led programs like Adopt-a-Highway in Ontario.

**In the global effort to reduce carbon emissions, the role of the transportation and logistics sector is clear. We must be leaders.**



<sup>1</sup> Source: <https://www.iso.org/contents/news/2023/01/a-net-zero-logistics-sector.html>

**OUR GOAL:**  
Achieve  
**Net-Zero**  
by 2050

**OUR PROGRESS:**  
We aim to join a community of forward-thinking organizations dedicated to transparently planning for a net-zero future. Achieving a credible path to 2050 requires more than just ambition; it requires a rigorous, data-driven foundation. To ensure our climate targets are both robust and well-supported, we are aligning our roadmap with the Science Based Targets initiative (SBTi) standards, recognized globally as the benchmark for corporate climate action.

Following the acquisition of SCI Group, we undertook a comprehensive re-baselining and expansion of our Greenhouse Gas (GHG) inventory for the 2024 reporting year. This included extending our data collection to cover critical upstream and downstream categories, such as purchased goods and services, capital goods, waste generated in operations, business travel, employee commuting, and client-leased warehouses.

While this thorough accounting has led to an increase in our total reported emissions compared to our 2022 initial inventory, it was essential to establish an accurate baseline for credible net-zero planning. We are currently progressing through an SBTi-readiness assessment to identify the specific decarbonization levers, ranging from fleet electrification to energy-efficient infrastructure, that will shape our near-term and long-term targets.





Our 2024 greenhouse gas (GHG) footprint, reflecting our combined organization, is 178,443 tCO<sub>2</sub>e as follows:

Emissions Category	2024 (tCO <sub>2</sub> e)	% of 2024
Scope 1	43,200	24%
On-site Energy Generation	33,254	19%
Company Vehicles	6,588	4%
Refrigerant Leakage	3,358	2%
Scope 2	10,774	6%
Purchased Electricity (facilities)	10,767	6%
Purchased Electricity (EVs)	7	0.004%
Scope 3	124,469	70%
Transportation & Distribution	56,222	32%
Purchased Goods & Services	31,119	17%
Fuel- and Energy-related Activities	24,947	14%
Employee Commuting	5,278	3%
Waste Generated in Operations	3,032	1.7%
Capital Goods	2,467	1.4%
Business Travel	1,031	0.6%
Upstream Leased Assets (Client Leased)	294	0.2%
Total GHG Emissions	178,443	100%

The results provide a clear picture of our impact. Our key finding is that the majority of our emissions (70%) are in Scope 3, particularly from upstream transportation and distribution (32% of total) and purchased goods and services (17%). Our direct operations (Scope 1 and 2) account for 30% of our footprint, driven primarily by stationary combustion (natural gas for heating). We will use these data insights to direct our decarbonization plan. To achieve net zero, our roadmap will focus on the largest sources: engaging our carriers and suppliers on low-carbon solutions, exploring sustainable procurement, aggressively improving energy efficiency in our buildings and continuing to electrify our own fleet. In 2024, we advanced our climate commitments through these additional concrete steps:



ENERGY  
EFFICIENCY



ELECTRIFIED  
EQUIPMENT



TECHNOLOGY  
INVESTMENT



CUSTOMER  
PARTNERSHIPS



SUPPLIER  
ENGAGEMENT

(Methodology Note: Our carbon footprint is calculated in accordance with the GHG Protocol Corporate Accounting and Reporting Standard and ISO 14064-1: 2018, supplemented by guidance from ISO 14083: 2023 and drawing on the Global Logistics Emissions Council (GLEC) Framework. It covers all Scope 1 and 2 emissions from our operations and significant Scope 3 categories.)

OUR  
GOAL:

Reduce emissions in our owned last-mile fleet by

20%

within three years.

OUR  
PROGRESS:

In 2024, we exceeded our goal to reduce emissions from our owned last-mile fleet. This was driven by the removal of 5 diesel trucks and the expansion of our electric fleet from 6 to 16 vehicles. Prioritizing our own operations allows us to “walk the talk,” building credibility and demonstrating proven solutions as we prepare to work with our contractors to influence decarbonization across our entire supply chain.

Highlights

**Fleet electrification:** In 2024, we made an additional investment of \$1.7 million for 10 new electric vehicles. These vehicles are deployed in the Montreal, Toronto and Vancouver areas, where electricity grids are relatively green.

**Managing driver idling:** To reduce fuel consumption, our policy requires drivers to shut off trucks if idling for more than one minute, with exceptions for operational needs. We are expanding the activation of our telematics systems to better capture this data and support our managers in this effort.

**Energy efficiency electrified equipment:**

We expanded our use of energy-efficient lighting across our facilities and 100% of our material handling equipment is powered by electricity.

**Technology investment:**

We continued to invest in new tools to drive operational efficiency. We optimized over 500 routes daily with our proprietary software.

**Customer and supplier engagement:** We

collaborated with our customers to co-design lower-carbon solutions and embedded sustainability into our supplier contracts.



CASE STUDY:

# Supporting local biodiversity through honeybees

In 2024, two of our facilities were invited by the site landlord to launch a honeybee project, demonstrating our commitment to working with supply chain partners to protect local biodiversity and support ecosystem restoration. Honeybees are vital pollinators that underpin healthy landscapes and resilient food systems.

Project implementation

Following the landlord’s invitation, new hives were introduced at both locations. During their first season, the bees built comb, expanded their colonies, and adapted to local nectar flow. Despite being newly established, each hive produced an impressive 20 to 30 pounds of honey (approximately 150 jars).

Ecological impact

By late summer, each hive had grown to around **30,000 to 40,000 bees**, pollinating thousands of flowers every day across nearby green spaces. This supported the reproduction of native plants and wildflowers, enriching habitats for insects, birds, and other wildlife. The honey produced provides a tangible measure of pollination activity, with each jar reflecting thousands of flower visits. Pollinators, such as honeybees, are responsible for about one-third of the food we eat, making their conservation essential to both biodiversity and food security.

Future outlook

As the season drew to a close, the hives were prepared for winter to ensure healthy colonies in spring. Building on this success, we hope to expand the honeybee initiative to additional sites with our partners, further amplifying our positive impact on local environments.



## Circularity and resource efficiency

Beyond carbon, environmental stewardship means addressing our resource use and waste footprint. A linear “take-make-waste” model is no longer sustainable. In the logistics industry, this means tackling everything from packaging and dunnage to the end-of-life management of our customers’ assets. We are committed to embracing circularity, offering specialized services to repair, refurbish and reuse products, and designing waste out of our operations. By optimizing resource use, we not only reduce our environmental impact but also become partners with our customers to optimize the value of every item that passes through our warehouses.

OUR GOAL:

Include tracking in all new waste management contracts.

OUR PROGRESS:

In 2024, we began embedding waste and recycling tracking requirements into our new and renewed waste management contracts. This is a critical step to gather the high-quality data needed to measure our diversion rates and identify new reduction opportunities.

Beyond tracking, our commitment to circularity is demonstrated by our commitment to help our customers extend their product lifespan to prevent waste. In 2024, our teams’ efforts included:

- **Refurbishing toner cartridges:** We refurbished **826,862** toner cartridges, diverting **over 1,125 tonnes** of material from landfill.
- **Repair services:** Our teams managed **26,650 product repairs**, including **4,239 units** in the UK and **17,309 units** in Canada.
- **Processing for resale:** We processed an additional **3,134 returned items** in the UK (including baby furniture and clothing), preparing them for resale and giving them a second life.

In 2024, we continued to deliver our services in the most waste-efficient way possible:

**USING RECYCLED PALLETS:** We incorporate recycled pallets in our warehousing operations.

**ENCOURAGING PACKAGING REUSE:** We support customer initiatives to reuse packaging materials.

**OFFERING REPAIR SERVICES:** We offer repair services for faulty products at select warehouses.

**FACILITATING PRODUCT RESALE:** We assist our customers in reselling returned and end-of-line products, like garments, on global ecommerce platforms.

2024 PILOT: RECYCLING IN ACTION

Accelerating our transition to a circular economy requires innovation and action. Our 2024 Food Organics and Mixed Recycling pilot was a critical step forward, proving our model for reducing landfill waste at scale.

Across six warehouses, the program successfully **diverted over 11,000 kg** of material from landfills in just seven months, including 3,635 kg of food organics for compost and 7,400 kg of mixed recyclables. This initiative boosted our landfill diversion rate by 3% with zero contamination, reduced disposal costs, and reinforced our culture of environmental responsibility.

This successful pilot provides the blueprint for our expanded program rollout in 2025-2026.



# OUR TEAM – EMPOWERING PEOPLE



## Our people-first culture defines who we are.

We are built on a simple, powerful promise: as our 9,000+ team members dedicate themselves to our company’s success, we dedicate ourselves to theirs. This means fostering a safe, inclusive and supportive community where every individual is empowered to thrive both personally and professionally. That is what our people-first culture means in action.

## Safety and wellbeing

**Our top priority is to ensure that every team member returns home safely at the end of every day.**

We believe a safe workplace is built, not assumed. Recognizing the inherent risks in logistics, we have implemented a multi-layered safety system to protect our team.

This process begins the moment a team member joins, with in-depth onboarding, and continues with tailored, job-specific training and mandatory annual refreshers.

In 2024, our safety system delivered over **13,000 hours of health and safety education**, supported by the vigilance of on-site safety committees that proactively monitor and uphold our high standards.

The health and safety training program was developed to ensure that all team members in the organization understand safe work practices, recognize and control hazards in the workplace, and comply with legislative and company safety requirements. This program promotes a culture of safety to prevent workplace injuries and illnesses.

### OUR GOAL:

Improve the current lost time injury frequency rate (LTIFR) by

**20%**

within three years.

### OUR PROGRESS:

Since setting this target in 2023, we have achieved a

**3.9%**

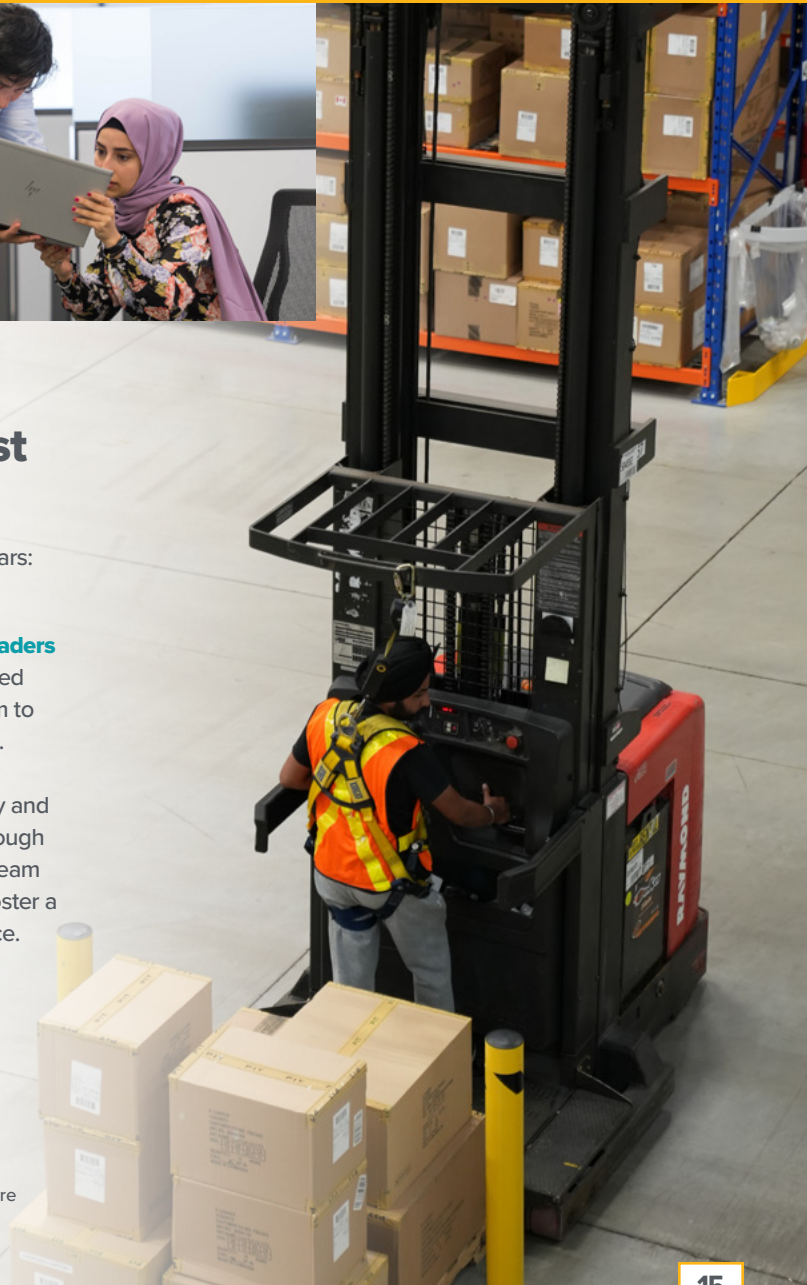
improvement.

## In 2024, **72%** of our facilities achieved **zero lost time injuries**.

Our commitment to wellbeing rests on two core pillars: mental health support and physical safety.

- **Supporting mental health:** In 2024, **over 200 leaders** participated in **more than 650 hours** of specialized mental health awareness training, preparing them to foster a more supportive workplace environment.
- **Championing physical safety:** Our annual Safety and Health Week brings our safety culture to life. Through interactive workshops and shared experiences, team members actively reinforce positive habits and foster a collective sense of ownership for a safe workplace.

LTIFR tracks the number of workplace injuries resulting in time away from work per 200,000 hours worked, helping us measure and manage performance across all operations.





## Inclusion and belonging

**As a minority-owned company, diversity isn't an initiative – it's our identity.**

This core strength shapes our belief that embracing different perspectives drives innovation and better decisions. We live this value by championing inclusion not only within our own team but throughout our entire supply chain.

Our Canadian Aboriginal and Minority Supply Council (CAMSC) certification is a testament to this commitment. Through our advocacy, we help build a more inclusive Canada, actively building a supply chain that reflects the communities we serve. This means going beyond our own walls to provide critical logistics solutions for businesses in eastern Indigenous communities and partnering with Indigenous-owned subcontractors to deliver services in the Far North. For us, a diverse supply chain is not just a goal; it is how we do business better.



At Metro Supply Chain, our approach to inclusion is rooted in listening to our people and taking meaningful, measurable action.

### OUR GOAL:

Achieve a **70%**

participation rate in a voluntary diversity identification survey.

### OUR PROGRESS:

In the first year of launching this company-wide, confidential survey, **86% of team members** took part, which was well above our target. The survey invited colleagues to self-identify across gender identity, disability status, visible minority status, and Indigenous identity. These insights will guide our efforts to foster a workplace where everyone feels welcomed, valued, and supported.

**48%**

of team members identify as part of a diverse group

**38%**

of leaders identify as a part of a diverse group. This includes visible minorities, ethnic minorities, and Indigenous Peoples.

### OUR GOAL:

Increase diversity in our management team with an initial focus on increasing the representation of women.

### OUR PROGRESS:

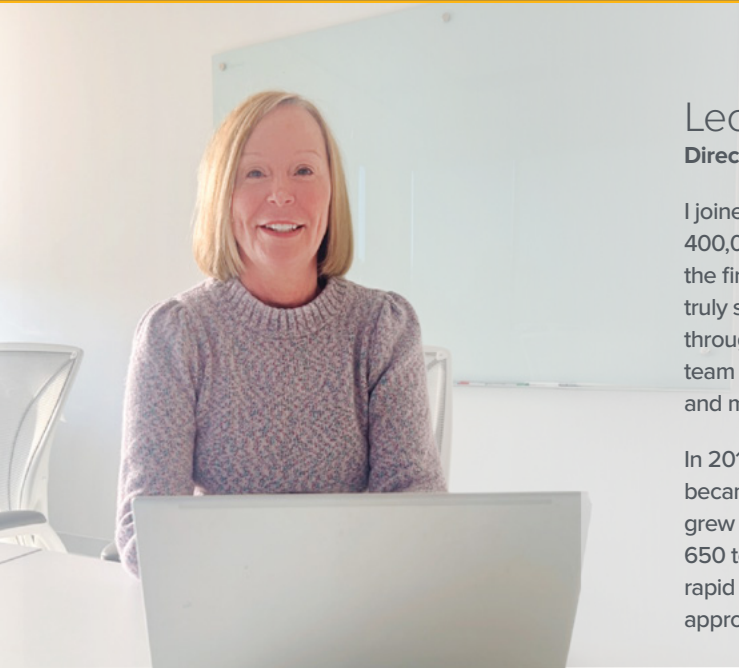
As part of a traditionally male-dominated sector, we're taking deliberate steps to challenge the status quo by developing diverse talent pipelines, embedding bias-aware hiring practices, and expanding mentorship and leadership development programs.

With respect as a core value, we are collaborating with external experts to deepen our understanding of the full spectrum of gender identities and strengthen how we measure representation across our business. We have now established a company-wide gender baseline, which shows that currently **39% of team members identify as women.**

Our next step is to build on this foundation by capturing management-level gender data, enabling us to track progress towards our commitment with greater accuracy and accountability.







Leona McLinden  
Director, Human Resources

I joined Metro Supply Chain in September 2008 as the Human Resources Manager for a 400,000 square foot, multi-temperature perishable/frozen distribution centre, which was the first of its kind in Canada. Launching this site was a major milestone, but what made it truly special was helping to develop and bring our unique “Our Way” culture program to life through recruitment, recognition, performance evaluations, newsletters, and events that built team spirit and supported charities. I will always look at this experience as one of the best and most rewarding.

In 2010, I transferred across the city to support a new acquisition, a retail logistics site that became a third-party provider for a major Canadian grocer. Over the next two years, we grew from 700,000 square feet and 450 team members to nearly a million square feet and 650 team members. Not only did this require significant recruitment, but managing such rapid growth meant focusing on maintaining a strong, positive culture through innovative approaches such as “Spend a Buck” and “Bright Ideas.” We developed these programs

based on insights from focus groups and Employee Opinion Survey feedback provided by the operations team.

In 2014, I was promoted to Director, Human Resources. Over the years, I have supported multiple start-ups and acquisitions, became a master facilitator of the Our Way program, grown the HR team nationally to support our rapidly expanding sites and offices, and rolled out the Gold Awards and Club 25 recognition programs.

Looking back over the past 17 years, I am genuinely proud of how much I’ve grown, not just as a professional but also as a colleague, mentor, mother, friend and individual. Every day in this field offers the unique privilege of connecting with people and shaping their experiences. I am grateful for the chance to touch so many lives, and I hope that I’ve left a meaningful, positive mark on each person I’ve encountered.

“  
Every day in HR offers the unique privilege of connecting with people and shaping their experiences. I’m grateful for the chance to touch so many lives and leave a meaningful, positive mark.  
”

Growth and opportunity

At Metro Supply Chain, growth and recognition are embedded in our daily culture.

We believe that a fulfilling career is key to wellbeing and that the growth of our team members fuels our company’s success. That’s why we offer a rich ecosystem of learning opportunities, from our foundational “Our Way” onboarding to specialized leadership training.

However, learning doesn’t only happen in a classroom; it also occurs through opportunities. We are dedicated to promoting from within, supporting our talent with the tools to take on new challenges. A culture of appreciation amplifies this culture of growth. Whether through a simple thanks to a colleague, a monthly “Our Stars” award, or the career-defining “Our Way Gold Awards,” we ensure that achievement, big and small, is always recognized and celebrated.



Developing skills:  
We provide learning opportunities for every stage.

4,112 hours  
of “Our Way” onboarding for  
514 new team members.

1,702 hours  
of self-directed LinkedIn Learning  
across 1,243 courses.

208 hours  
of specialized “Finance for  
Non-Financials” training.



Building leaders:  
We are committed to promoting from within and investing heavily in our leadership pipeline.

734 hours  
of combined “Intro to Leadership” and “Emerging Leaders” training for over 100 participants.

228 hours  
of performance review training for 114 leaders.



Celebrating success:  
We believe recognition is a vital part of a positive culture.

- **Daily recognition:** Continuous appreciation through our staff-nominated “Our Stars” program.
- **Milestone awards:** Six team members received our top honour, the “Our Way Gold Awards.” We welcomed seven new members to our “Club 25,” celebrating 25 years of service, bringing our total to 46 members.

Dalal Yousef  
Operations Manager

I began my logistics career in 2018 in a general labour role, despite holding a degree in Computer Information Systems. Eager to prove myself in a new field, I worked diligently, packing products and striving to stand out among other temporary team members. Fortunately, I joined a company that recognizes effort and provides opportunities for growth.

After the season ended, I transitioned to smaller accounts, where I gained experience in waving orders, picking, packing, receiving, and putaway, giving me insight into various facets of the operation. In 2019, there was an opening for an Operations Support

Coordinator (OSC) position, and I felt ready to apply. I was excited when the team wanted to meet with me and even more so when I was offered the role.

This marked a pivotal moment in my career. I took on significant projects focused on automation, deepening my knowledge of systems and process improvement. As an OSC, I led a Continuous Improvement project that reduced costs and earned me the Excellence Award in 2020, which was a proud moment for me. That same year, I advanced to Continuous Process Improvement Team Leader, supporting multiple initiatives and onboarding new clients.

My next step came in 2023, when I became Operations Manager, responsible for two major customers and several smaller ones. This position broadened my exposure to logistics and strengthened my leadership skills. In 2024, I led my first major startup project, which was both challenging and rewarding.

Today, I continue to grow, learn and contribute as Operations Manager, proud of my journey and the team I work with and excited for the future with Metro Supply Chain.

“  
Growth isn’t just about titles—  
it’s about embracing challenges,  
improving processes,  
and supporting a team to  
achieve great results.  
”





# OUR COMPANY – LEADING RESPONSIBLY

**Our strong governance drives sustainable growth and lasting trust.**

Our approach to governance is rooted in transparency, ethics and accountability. This commitment goes beyond risk mitigation; it’s the foundation for sustainable growth, robust performance and enduring stakeholder trust.

## Governance and structure

Our **Board of Directors** anchors our governance with strategic oversight. Composed of independent and well-qualified directors with deep expertise in finance, strategy, law, people and supply chain management, the Board meets quarterly to review financials, compliance, and sustainability performance, ensuring alignment with our mission and vision.

Our **Executive Chairman** sets the Board agenda and manages meetings with the support of a Board Secretary, ensuring that the company acts in the best interests of our Shareholders and Stakeholders. The Chairman provides high-level strategic guidance and entrepreneurial vision, leading major initiatives such as mergers and acquisitions, chairing the Investment Committee. The Chairman appoints and works closely with the Chief Executive Officer (CEO) and Chief Financial Officer (CFO). Our CEO and CFO oversee financial planning, budgeting, and reporting to ensure profitability and growth. They meet with the Board annually to gain approval for the annual operating budget and business plan.

Our **CEO** develops and executes the company’s long-term strategy, managing day-to-day operations to ensure alignment with strategic goals. The CEO represents Metro Supply Chain at high-level external affairs, including with Government and industry bodies. The CEO and CFO regularly engage with our investors, customers and employee stakeholders.

The CEO leads the **Executive Leadership Team (ELT)**. The ELT meets monthly and includes leaders from Finance, Operations, People, Technology, and Growth functions to foster a strong organizational culture and ensure cross-functional alignment across our Business. The ELT conducts annual succession planning and sets the performance review process and criteria for senior leaders (Senior Director and above).

We maintain a clear separation between the Board and Executive structure to ensure independent oversight.

While the CEO and CFO attend Board meetings as Officers, they do not vote on Board matters. Each member of the ELT attends at least one Board meeting per year. Governance is further reinforced through a formal Delegation of Authority, defining approval levels for the CEO, CFO and relevant ELT team member in line with the Board’s approach to risk management.

## SUSTAINABILITY GOVERNANCE

Sustainability is one of our core values, and we work hard to embed it across our operations, strategy and culture. Our Sustainability Committee, led by our CEO, unites departments under shared commitments, defines our company-wide approach and performance metrics, oversees policy execution and reports regularly to our Board and stakeholders on progress. This includes publishing on our company web page an annual sustainability report.

We are committed to continuous improvement through training, transparent reporting, and collaboration with external partners.

## Integrity and ethics

Clarity and accountability are the cornerstones of our ethical practices. We maintain comprehensive, accessible policies on crucial topics, such as workplace harassment, health and safety, and anti-slavery. These policies are integral to new employee onboarding, embedding our commitment to integrity across the organization, and are reviewed regularly by the Executive team.

Our **Code of Business Ethics** reinforces compliance with domestic and international laws, including fair competition and antitrust regulations, and applies equally to our team members and suppliers.

Our **Business Ethics Policy** prohibits corruption, enforces responsible sourcing, and strictly regulates gifts and entertainment to avoid conflicts of interest.

We conduct regular audits to uphold rigorous compliance standards across all operations. Third-party contracts include non-disclosure agreements, audit rights, and formal risk assessments, while robust IT governance and cybersecurity protocols protect data and privacy.

OUR GOAL:  
Ensure  
**100%**

of our team is aware of our anti-modern slavery policy by 2023.

OUR PROGRESS:  
We achieved this goal once again in 2024, ensuring all our team members are equipped to recognize and report potential signs of modern slavery or human trafficking.

Our commitment to fair labour extends throughout our supply chain, including to our 1,000+ independent contractors, for whom we ensure fair treatment, transparent agreements and safe working conditions.

## Communication and transparency

We believe transparency builds trust inside and outside our organization. Regular town halls, held at both the company and site level, create space to share updates, gather feedback, and celebrate success. For sensitive matters, our “open door” policy ensures team members can share any concerns confidentially.

OUR GOAL:  
Increase participation in our employee survey to  
**75%**  
within three years.

OUR PROGRESS:  
We achieved an  
**85%**  
participation rate, significantly surpassing our goal, which is a strong sign of strong engagement across the organization.

# OUR CUSTOMER – INNOVATING TOGETHER

## Our collaboration with customers is key to amplifying our impact.

As part of a vast value chain, we know real progress comes through partnering. By working with our forward-thinking customers, we challenge the status quo and drive innovation across the logistics industry.

### WHO WE SERVE



## Partnership and collaboration

Our impact is delivered not only through what we deliver together, but how we deliver it.

This case study spotlights an innovative initiative developed with one of our valued customers to drive sustainable outcomes.

### CASE STUDY:

## Driving 100% emission-free delivery

### Background

Since 2020, Metro Supply Chain has partnered with a major retailer in Canada to provide Big and Bulky home deliveries, taking a proactive role in supporting our customers' sustainability objectives. In 2023, Metro Supply Chain began contributing directly to the retailer's ambitious target of achieving 100% emission-free home deliveries.

### Implementation and progress

The initiative launched with the deployment of six Class 6 electric trucks across British Columbia and Quebec. By avoiding an estimated 300 tonnes of CO<sub>2</sub>e in their first operational year, these vehicles laid the foundation for zero-emission delivery of large goods and demonstrated tangible impact.

In June 2024, Metro Supply Chain expanded its electric vehicle (EV) fleet by adding 10 medium-duty electric box trucks, extending emission-free delivery services to Ontario and increasing the total EV fleet to 16 trucks. By replacing equivalent diesel trucks, this fleet removes an estimated 750 tonnes of CO<sub>2</sub>e annually, equivalent to removing 230 passenger vehicles from Canadian roads. This marks a significant milestone in our journey to decarbonize last-mile, heavy-goods logistics nationwide.

We plan to accelerate progress in 2025 through collaboration with third-party delivery partners by integrating 30 additional EV trucks into our network. This approach demonstrates a scalable and collaborative model for expanding

low-emission delivery capabilities, setting a precedent for future growth.

### Environmental and community impact

By replacing diesel trucks in urban centres, the partnership also contributes to reducing local air pollutants, including nitrogen oxides and particulate matter, offering significant public health benefits. The retailer's customers are also benefiting from quieter electric vehicles in their neighbourhoods.

### Winning partnership

This strong partnership exemplifies what is possible when supply chain innovation aligns with environmental responsibility. By meeting and exceeding Canada's phased targets for zero-emission deliveries, Metro Supply Chain and our customers are implementing a blueprint for sustainable, scalable last-mile logistics across North America. Together, we are driving the industry forward towards a cleaner, healthier future.



OUR PROGRESS

Sustainability Goals	2023 Progress	2024 Progress	Status
Achieve Net Zero by 2050	N/A	Underway	Underway
Reduce emissions in our owned last-mile fleet by 20% within three years	N/A*	~40%	Exceeded
Include tracking in all new waste management contracts	N/A*	67%	In Progress
Increase diversity in our management team with an initial focus on increasing the representation of women	N/A*	Establishing baseline	In Progress
Achieve a 70% participation rate in a voluntary diversity identification survey	N/A*	86%	Exceeded
Ensure 100% of our team is aware of our anti-modern slavery policy by 2023	100%	100%	Achieved
Increase participation in our employee survey to 75% within three years	85%	85%	Achieved
Improve current lost time injury frequency rate (LTIFR) by 20% within three years	N/A*	-3.9%	In Progress
Grow charitable giving by 10% annually	\$606,000	\$655,000+	Achieved

\*These commitments were published in 2023; therefore, 2024 represents the first full year of data collection for several commitments, and 2023 values are shown as N/A





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