



FIGHTING
**THE CLIMATE
CRISIS**

Implementing interventions in scopes 1, 2 and 3 to reduce greenhouse gas emissions.

BUILDING
GREENER STORES

Building a stronger sustainability culture and practice in the way we design, construct, operate and maintain our stores.

ACHIEVING
**ZERO WASTE TO
LANDFILL**

Diverting operational waste away from landfills.





PEOPLE

RESPECTING **HUMAN RIGHTS**

Upholding human rights and monitoring compliance with our suppliers.

CARING **FOR OUR PEOPLE**

Promoting a diverse and inclusive workplace where everyone can grow and thrive.

Ensuring the health and wellbeing of our people.

Supporting career development for the youth.

SUPPORTING **OUR COMMUNITIES**

Promoting volunteering and long-term engagement with charity organisation in the fields of either health & wellbeing, education or community care.

Expanding our global partnership with Operation Smile.

Stepping up our Empowerment campaigns.





MAINTAINING HIGH PRODUCT QUALITY & SAFETY

Providing safe and high-quality products.



Conducting regular customer research to get feedback.

OFFERING MORE SUSTAINABLE PRODUCTS

Encouraging customers to adopt a more sustainable lifestyle by offering them offline plus online, a wider range of food and non-food products with more sustainable ingredients and packaging, through both offline plus online.



Developing packaging with less or better plastics (New Plastic Economy global commitment).



Increasing our sourcing of deforestation-free products.

