

Business model

Delivering the ultimate specialist pet shopping experience

Seamless shopping experience



Responsibility at the heart of our business

Our Pets People

Heart of the Community

Drives revenue streams

Leading private brands and exclusives

Our private labels, across both food and accessories, deliver high quality products at value prices. Exclusive product launches ensure we are always delivering something new and different to our customers.

Wainwright's

is our largest private label brand

One stop shop for retail and services

We have the only branded vet and grooming chains of scale in the UK. Our stores offer UK pet owners the only destination where they can shop for product and participate in pet services, all under one roof.

46%

of our stores contain both a vet practice and a grooming salon

Merchandise

Revenue

£696.5m
+4.6%

Food

Advanced Nutrition

Grocery food

Treats

Other pet foods

Accessories

Pet homes and habitats

Toys, collars, leads, clothing and other accessories

Health and Hygiene products

Services

Revenue

£81.3m
+29.2%

Services & Other

Vet practices

Veterinary specialist referral centres

Grooming salons

Insurance

Pets

➔ Merchandise on page 34

➔ Services on page 36

Our Pets Environment

Sourcing with Integrity

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