

# Everything your pet needs for a happy and healthy life



Standalone vet practices



Veterinary Specialist Referral Centres



## Business model

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### Services

We provide veterinary services through our network of First Opinion practices and Specialist Referral Centres. Our First Opinion practices are operated mainly under the Vets4Pets brand and are situated in stores and in standalone locations. Our Referral centres provide highly specialist services to vets working in our own and in other First Opinion practices.

Grooming services are provided primarily from salons within our retail stores.

#### Services revenue (£m)



#### First Opinion practices

Our network of First Opinion small animal veterinary practices operates in conjunction with our Joint Venture Partners. This arrangement, operating mainly under the Vets4Pets brand, offers clinical freedom to veterinary surgeons, supported by our business expertise. Practices are located within Pets at Home stores and in standalone locations.

**461**

First Opinion practices

#### Specialist Referral Centres

Our specialist centres represent the cutting edge of veterinary care. They provide medicine and surgery for the most complex cases, including orthopaedic surgery, neurosurgery, oncology and state of the art diagnostic imaging.

**4**

Referral centres



#### The Groom Room

Our dog and cat grooming salons, located predominantly in stores.

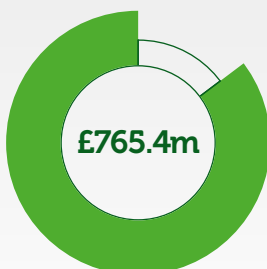
**309**

Grooming salons

### Merchandise

Pet products are available both online or from our stores, where our well-trained colleagues provide advice on areas such as pet nutrition and the set-up of home aquaria.

#### Merchandise revenue (£m)



#### Click and collect in-store

Our extended range of food and accessories is available for customers to shop online and have their order delivered to store.

**11,700**

products in our extended online range



#### Product not in-store? Order with our experts on their PetPads

Colleagues can order from our extended range using a dedicated PetPad app. The PetPad is also set up for subscription orders of licensed flea prevention products.