

# Delivering the ultimate pet care experience

## Specialist capabilities



### Everything a pet needs

We're not just a pet shop, we're a pet care business. We can give pet owners access to products, vet care, grooming, nutrition advice and pet experts, all from Pets at Home.

**58%**

of stores have a vet practice and a grooming salon



### Passionate and expert colleagues

As pet owners too, our store, vet and grooming colleagues can understand and help support our customers through all the moments they share. An industry leading training programme ensures we can share our knowledge, as well as our passion.

**>90%**

of store colleagues own a pet



### Great value private brands

Our private label food and accessories brands deliver high quality at value prices and are only available at Pets at Home.

**41%**

of Merchandise revenues are private label



### Responsibility at the heart of our business

Behaving responsibly is integral to how our business operates. Our approach is based on doing the right thing for pets, for people and for the planet.

**34%**

reduction in energy consumption

At a glance

→ Page 2

Revenue generating activities

Value creation



**For pets**

- Everything a pet needs to keep them happy and healthy
- Supported by our welfare and care standards

**CSR**

→ Page 38

**For customers**

- The ultimate specialist pet care experience
- Value for money, new and different products, pet services and advice

**Home of all things pet**

→ Page 4

**For colleagues**

- Sector leading retention rates
- Externally accredited training schemes

**CSR**

→ Page 38

**For the Group**

- Returns to shareholders through optimal allocation of cash resources

**KPIs**

→ Page 20