

## Environmental Policy

Pets at Home is the UK's leading pet care business, providing pet owners with everything they need to look after their pet – from food, toys and bedding, and grooming services, right the way through to first opinion veterinary care. Our vision is to become the most responsible pet care business in the world.

### OUR APPROACH

Our world faces an environmental crisis. The climate emergency, rising biodiversity loss, and the ongoing degradation of our natural environment are negatively impacting the sustainability of our planet's ecosystem. As a leading pet care business we are working hard to increase our efforts to prevent this. We are committed to respecting the environment by operating our business in a sustainable and environmentally responsible way.

We have committed to the Science Based Target Initiative's 'Race to Zero' and the British Retail Consortium's net-zero roadmap, in support of the goals of the Paris Agreement to limit global temperature rise to 1.5 degrees Celsius above pre-industrial levels.

This policy should be read and observed in conjunction with Pets at Home's Raw Materials Sourcing Policy and Supplier Code of Conduct

### THE SCOPE OF THIS POLICY

This policy applies to all business activities under the Pets at Home Group, including our joint venture partners. Through appropriate contractual arrangements and our Supplier Code of Conduct, we expect our suppliers and other business partners to adopt similar principles.

### OUR COMMITMENT

In implementing this policy, we commit to:

- Further reduce our direct environmental impact by continuing to purchase renewables, mitigate carbon from our buildings, adopt low carbon and clean air transportation and manage and reduce our waste and water use.
- Achieving net-zero emissions operationally (scope 1 & 2) by 2030 and achieving net-zero emissions across our value chain (scope 3) by 2040.
- Innovate to provide sustainable packaging choices for our customers. By 2025 all our packaging will be recycled, recyclable or compostable.
- Increase transparency of raw material content of our products and achieve our target of By 2025 ensuring our priority raw materials will be sustainable
- By 2030 maximise the value of waste in our value chain by adopting circular economy principles.

To meet these objectives, we will:

#### *Energy and Carbon in our own operations*

- Purchase 100% renewable electricity for our main Group contracts.
- Mitigate carbon from our buildings via schemes which enhance biodiversity, for example by supporting woodland programmes such as our partnership with The Woodland Trust's Forest Carbon programme
- Create a flexible framework that supports our vet practices to become sustainable including tackling vet specific areas like the carbon emissions from anaesthetic gases.

#### *Energy and Carbon in our value chain*

- Work in partnership with key own-brand suppliers to reduce supply chain emissions. We will explore targeted opportunities to work with suppliers to increase their awareness of climate change with a view to encouraging them to be more energy efficient.

#### *Waste and the Circular Economy in our own operations*

- Ensure waste is minimised and disposed of responsibly in our stores, vet practices, support offices and distribution centres.
- Explore how we can support our vet practices in relation to waste minimisation and management including vet specific areas like clinical waste.
- Build a complete picture of all of the waste streams and volumes across the group and optimise recycling routes.

#### *Waste and the Circular Economy in our value chain*

- Innovate to support circular economy principles and minimise waste in our value chain.
- Encourage existing suppliers to move to sustainable packaging options.
- Encourage customers to recycle packaging where they can, through kerbside collection and instore takeback schemes. Identify opportunities for packaging free products
- Work with our suppliers to design products that re use materials and are easily recyclable at end of life

#### *Water use in our own operations*

- Ensure water is used responsibly and efficiently in our stores, vet practices, support offices and distribution centres.
- Build a complete picture of water meter coverage and improved water usage reporting across the Pets at Home Group and identify reduction opportunities.

#### *Water use in our value chain*

- Promote good water management practices with our suppliers to ensure it is used responsibly and efficiently.
- Ensure compliance with any local water withdrawal and discharge restrictions.

#### *Environmental Governance and Management Systems*

- Through our governance structures and improved data management quantify, track and report our Pets at Home Group environmental impacts on a quarterly basis to our Board.
- Enhance our EMS by building a picture of waste streams and water usage across the Pets at Home Group and identify reduction opportunities.
- Publish our environmental performance on our website annually, via our Social Value Report.
- Comply with all relevant environmental legislation and international standards. Where these are inadequate, we aim to set our own standards.
- Include environmental considerations in all of our business cases and decision making, particularly relating to infrastructure projects, also including how we integrate carbon pricing into our decisions

This policy is owned by our Climate Change and Waste Committee which meets at least quarterly to review our environmental performance and ensure suitable resource is available for its implementation. The policy is approved by our ESG Committee, which operates with delegated authority of our Board, and receives regular updates on performance against our targets. This policy is regularly reviewed to ensure it remains fit for purpose and continues to promote our ambition to become the most responsible pet care business in the world.

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