

4 Our Pets Environment

Our plans to minimise consumption of core resources and maximise efficiency are key to minimising our impact on the environment as we grow our operations.

Reducing energy usage

As we reported last year, trials of a combined Building Energy Management System (BEMS) with LED lighting delivered a 35% – 40% reduction in the daily energy load in the trial stores.

The rollout to all stores is the biggest single project we have undertaken. By the end of the year we completed a combined BEMS/LED installation in 250 stores, which involved fitting LED lighting right across our sales floors and in illuminated display signage. We are on track to have converted the entire store estate by May 2017 delivering annual savings of £3m in 2017/18.

As part of the new BEMS set-up we have installed eight temperature sensors across each of our stores, which record temperature data every 30 seconds. This helps control our in-store heating and cooling to maintain an optimum comfort level for our pets, customers and colleagues. Additional temperature probes in our quiet rooms ensure pets are kept within a temperature range that reflects current welfare guidelines. This is monitored centrally with any variance immediately reported and quickly rectified. We are also exploring the application of BEMS technology to control the temperatures in our in-store fish tanks and vivariums.



Minimising fuel consumption

With an expanding business and upward pressure on fuel costs there are both financial and environmental pressures on our logistics operation.

Since insourcing the dedicated transport operations based at our distribution centres in Stoke and Northampton in 2013, our aim has been to maintain consistent improvement in fuel efficiency, measured by both the number of kilometres run per 1,000 cases delivered and kilometres per litre of fuel used. Investments in tractor units that comply with Euro6 emissions standards and more aerodynamic trailers have helped to reduce CO₂ emissions and improve the fuel efficiency of the fleet.

Alongside these physical improvements we have invested in Microlise, a vehicle telemetry system installed across our heavy vehicle fleet, to provide information about driver efficiency, and we support this with a programme of driver training to promote more efficient and defensive driving techniques.

Fuel efficiency



Reducing waste

We have continued to challenge ourselves against our aspiration to divert 100% of waste arising from our stores, support offices and distribution centres, away from landfill. We retendered our waste contract in the previous year and, under this new contract, we have achieved our goal of sending zero waste direct to landfill.

The housings for all the pets in our stores are cleaned every day of the year. Used bedding, wood shavings and other waste is collected and returned to our distribution centres for recycling.

We have implemented a sustainable packaging policy to ensure that any packaging necessary to deliver our products to customers in the perfect condition we intend is created in the most sustainable way we can, throughout the packaging life cycle. The principles that underpin our policy can be summarised as “use a little; use the old; use it again and use it wisely”. Through these principles we aim to reduce packaging volume, material weight and optimise volume; maximise recycled content and post-use recyclability; and minimise environmental impact throughout our process.

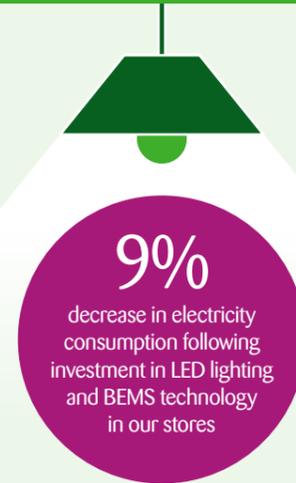
Minimising water consumption

In April 2017 the water market was opened up to competition for the first time. We are undertaking a review of water consumption across our business and the data we collect will be analysed in detail before deciding whether to tender a Group-wide contract later in the year.

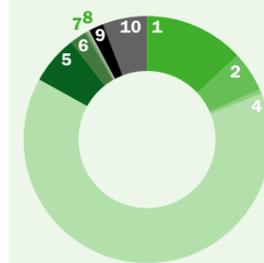
Total carbon footprint

We continue to monitor the CO₂ emissions from our business activities and to challenge areas where reductions can be made without compromising the welfare of our pets or the comfort and safety of our colleagues and customers.

Our electricity consumption, by far the most significant element in our total carbon footprint, showed a marked decrease of 9% as we saw immediate benefits from our investment in LED lighting and BEMS technology in our stores. This was despite the continued expansion of our veterinary practices and grooming salons which have inherently higher energy consumption than our retail environment.



Carbon footprint summary



1. Diesel (Core Fleet)	13%
2. Gas	5%
3. Red Diesel	1%
4. Electricity	64%
5. Diesel (3rd Party)	7%
6. Fuel Used company cars (fuel cards)	2%
7. Personal Business Travel (Rail)	0%
8. Personal Business Travel (Air)	0%
9. Personal Business Travel (Car)	2%
10. Electricity T&D losses	6%

Fuel source (Tonnes of CO ₂ e emissions)	2017	2016
Diesel (Core Fleet)	5,991	5,942
Gas	2,282	2,091
Red Diesel	328	314
Electricity	28,840	31,680
Diesel (3rd Party)	2,960	2,817
Fuel Used company cars (fuel cards)	1,017	1,151
Personal Business Travel (Rail)	38	12
Personal Business Travel (Air)	141	194
Personal Business Travel (Car)	873	754
Electricity T&D losses	2,609	2,616
	45,079	47,570

- Pets at Home CO₂e footprint has been calculated using the 2017 DEFRA emissions factor and based on a Financial Control approach.
- In line with DEFRA methodology, electricity emissions have been split out into scope 2 indirect consumption and scope 3 for transmission and distribution losses.
- 2016 saw the inclusion of limited scope 3 emissions including outsourced transportation and business travel (car, rail and air), and this scope of reporting has been maintained for FY17.
- The contractors who maintain Pets at Home air-conditioning units do not have the systems in place to provide the volume of F-Gas used each year. Due to the small volumes involved, this is considered to be de minimis.