

Diversity and Inclusion Policy

Our approach

Our vision is that everyone is welcome and feels part of our Group

We aim to create an inclusive experience for our colleagues, customers and clients in which:

- everyone can connect to our purpose and feel supported to make their best contribution to our business
- we encourage and support inclusive pet ownership

Diversity and inclusion is an important part of who we are and what we do and will help us to achieve our overall strategic goals and fulfil our Better World Pledge commitment to a society that's 'Better with Pets'. In our diversity and inclusion strategy we set out our objectives and what we will focus on to achieve these.

In this policy we explain our behaviour commitments as an organisation and our commitment to protecting our colleagues, including what we expect from individuals.

What do we mean by inclusion?

An inclusive environment is one in which all our colleagues, customers and clients feel welcome and respected and which helps us all to take pride in what we do.

What is diversity?

Diversity is about recognising and celebrating the individual differences of everyone who works with us, shops with us, or visits our practices, including their different characteristics, backgrounds, and perspectives.

Our Group commitments:

- To recognise characteristics that truly reflect diverse representation including different backgrounds, interests, appearances, personalities and working styles, as well as gender and gender reassignment, sexuality, race, ethnicity, age, disability, marital status, and religious beliefs;
- Promote a culture of kindness, trust and respect in which we are all united by our shared values and behaviours;
- Provide an inclusive experience for our customers and clients now and those we look to welcome in the future, recognising and respecting different needs, expectations and influences;
- Inspire and engage our colleagues, customers and clients through inclusive internal and external facing communications that reflect diversity;
- Help shape best practice on diversity and inclusion by collaborating with other retailers and vet professionals to exchange knowledge and experience;
- Partner with external organisations that support our nationally recognised commitments.

We are committed to listening to and involving our colleagues in our progress towards greater diversity and inclusion. Our colleague networks will be critical to our success, supported by our executive sponsors who collectively form our Diversity and Inclusion Leadership Forum, chaired by our Group CEO.

Our commitments to our existing and future colleagues:

- We value all colleagues and candidates for their unique talents, perspectives and contribution;
- We aim to break down barriers so that everyone has the opportunity to join and participate in our business;
- We won't tolerate unlawful discrimination, bullying or harassment in any form;
- We'll make reasonable adjustments to support colleagues with a disability to carry out their role;
- We'll work with colleagues with caring responsibilities to try and find working patterns and arrangements that help them to carry out their role;
- We'll do our best to protect colleagues and candidates from any negative treatment related to differences broader than legally protected characteristics;
- We'll work towards engaging with suppliers who support us by having a diverse and inclusive culture.

Our expectations

If you are a colleague, contractor, temporary or agency worker or otherwise work in the Group we ask that you:

- Complete our diversity and inclusion training and familiarise yourself with our values and the behaviours we expect;
- Recognise that your individual actions will impact on others and that you have a responsibility to help us create a diverse and inclusive environment where everyone feels respected and valued;
- Try to understand other peoples' points of view and help them understand yours;
- Be aware of different cultures and customs, and respect the benefits that diversity can bring;
- Are honest and speak-up respectfully if you see or hear exclusion.

More information

There is more information about different types of unlawful discrimination as well as some examples, in the attached information sheet.

You can also find more information in our bullying and harassment policy and our Reasonable Adjustments Policy.

If you have any questions about this policy, or if you need support, please refer to your Manager or the People Services Team.

This policy is owned by our People Team and reviewed by our Diversity and Inclusion Leadership Forum which meets bi-monthly to review our diversity and inclusion actions and progress. 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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