

Packaging 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

Packaging on our products provides a vital function in terms of protection and providing information to our customers, but we acknowledge that in most instances when packaging is removed it simply becomes waste. From primary packaging which protects the product, to the secondary and tertiary packaging which gets the product to our customers in great condition, we recognize our responsibility to ensure we consider the sustainability of every single item of packaging and commit to innovating our processes to provide sustainable choices to our customers.

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

THE SCOPE OF THIS POLICY

This policy applies to all own-brand products and exclusive brand in the Pets at Home Group, this includes Wainwrights, AVA, 3-peaks, and Step-Up Products. Through appropriate contractual arrangements and our Supplier Code of Conduct, we expect all our suppliers and other business partners to ensure equivalent standards so that all packaging meets the same requirements. This includes all of our supplier branded, joint venture and group businesses

DEFINITIONS

Recyclable means the material must be able to be collected, sorted, reprocessed, and manufactured into a new product.

Easily recyclable means the material can be collected and processed as part of the majority of our UK Customers' kerbside waste collection.

Recycle Ready means products designed to be recycled in the future, where the current infrastructure does not currently exist for example flexible plastics that are not yet widely collected at a domestic level

Recycled Content means that the item includes recycled material

Compostable means the material can be broken down into water, carbon dioxide and other materials within a defined period of time. This is normally through industrial processes and requires these materials to be identified and segregated from normal plastics.

OUR COMMITMENT

In implementing this policy, we commit to:

- By 2025 all our primary product packaging will be recycled, recyclable or compostable.
- By 2025 we will use 70% recycled materials in our paper and board for primary packaging
- Reducing the volume of plastic in our primary packaging and achieving 30% average recycled content across all plastic packaging where possible.
- Designing packaging with the intention of using the minimum amount of resources possible while ensuring adequate protection and preservation of the product
- Not using staples in any of our packaging.
- Encouraging the reduction, re-use and recycling of our packaging across the board through the commitments laid out in this policy

To meet these objectives, we will:

- Continue to review our packaging design to ensure we minimise its environmental impact, is easy to use and protects products during transit.
- Work closely with our suppliers to find sustainable and innovative solutions in the packaging materials and formats that we use
- Encourage customers to recycle packaging through kerbside collection, where they can. Where they can't, we will look for opportunities to provide 'take-back' collection points
- Insist that packaging must be compliant with current national and international legislation, and applicable legislation from the country of origin.
- Continue to only source our packaging from known and fully traceable sources.
- Aspire to use only water-soluble adhesives and coatings in our fibre based packaging components to reduce contamination in the recycling stream.
- Implement a dynamic database to monitor our packaging materials and report performance annually against our targets and pledges.

EXPECTATIONS OF SUPPLIERS

In addition to the requirements set out in our Supplier Code of Conduct and our Terms of Service, we expect our suppliers to support us with working towards our sustainability goals. This includes proposing new materials and technologies that keep in line with current and upcoming legislation as well as new market developments. It is expected that our suppliers will drive forward innovation with regard to sustainable solutions, and work towards their own sustainability commitments in order to find improvements throughout the supply chain.

We are asking all of our suppliers to consider the below matrix when proposing packaging materials for our products. We have outlined our preferential materials based on sustainability and recyclability. From 2025 all of the primary product packaging used by Pets at Home needs to be recyclable or recycle-ready for collection streams in the future where they don't currently exist. In addition to this target, by 2025 cardboard and paper packaging is to contain at least 70% recycled fibres, and plastic packaging is to contain at least 30% recycled content. By choosing materials deemed to be green or amber, this can ensure new products are in line with our sustainability targets.

Preferred Materials	Materials to use only if cannot be avoided	Materials to avoid/seek alternatives if already used
<ul style="list-style-type: none"> • Cardboard/Fibres, Paper, Pulp, Tissue Paper sustainably sourced/with recycled content and no lamination/film – UV/matt varnish permitted • Low Density Polyethylene (LDPE)/ High Density Polyethylene (HDPE) /PE Film (excluding foam) with ≥ 30% recycled content • Recycled Polyethylene terephthalate (rPET) with ≥ 30% recycled content (clear rPET preferred) • Aluminium • Steel • Wood sustainably sourced 	<p>If you cannot package the product using materials on green list, we prefer you to select the materials below:</p> <ul style="list-style-type: none"> • Cardboard/Fibres, Paper, Pulp, Tissue Paper legally harvested source, no lamination • Wood legally harvested source <p>Where it is not possible to use materials above, those listed below can be used but please consider alternatives:</p> <ul style="list-style-type: none"> • Cardboard/Fibres, Paper, Pulp, Tissue Paper legally harvested source, with lamination • Expanded Polystyrene (EPS)/Polyfoam White only • Low Density Polyethylene (LDPE)/ High Density Polyethylene (HDPE)/PE film (excluding foam) with <30% recycled content • Polyethylene terephthalate (PET/aPET) with <30% recycled content • Polyolefin (POF) • Polypropylene (PP)/Correx (excluding foam) • Oriented Polypropylene (OPP) • Silica Gel 	<ul style="list-style-type: none"> • Black plastic (any type) • Cardboard/Fibres, Paper, Pulp, Tissue Paper not traceable – with/without lamination • Biodegradable (e.g. PLA)/Degradable/Compostable Plastics • Ethylene Vinyl Acetate (EVA)/Poly ethylene-vinyl acetate (PEVA) • Expanded Polyethylene (EPE) • Expanded Polypropylene (EPP) • Expanded Polystyrene (EPS)/Polyfoam any colour other than white • Extruded Polystyrene (XPS)(Styrofoam) • Nylon Polyamide (PA) • Polycarbonate (PC) • Polyester fabric (PCDT) • Polyethylene Foam/Closed-cell Foam • Polymethyl methacrylate/Acrylic (PMMA) • Polyvinyl chloride (PVC) • Oxo biodegradable materials • Rubber (synthetic) • Velcro (inc. Nylon & Polyester) • Wood (not traceable)

This policy is owned by our Products and Supply Chain Committee which meets at least quarterly to review our environmental performance in relation to our products 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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