

# People

## Goal: To be the best employer and developer of pet care talent

### Our approach

This year has seen a refresh of our People pillar with a renewed strategic focus on how we will become the best employer and developer of pet care talent. In today's competitive talent landscape, it has never been more important to develop, support and reward people and we know that how this is done makes the difference between being a good employer and a great employer.

In FY24 we will have an even greater strategic focus on investing in pet care expertise across all consumer facing roles, enabling more clinical employment and development opportunities to be created. Diversity continues to remain a strategic priority and we have committed to ensuring our colleague base truly represents our diverse communities within the next five years.

### Our focus areas for this report:

- Culture, values and behaviours
- Wellbeing and volunteering
- Listening and engagement
- Health and safety
- Diversity and inclusion
- Human rights
- Pet care expertise

### New Strategic Priorities



Our goal of becoming the best employer and developer of pet care talent will be achieved by:

- Continuous investment in pet care expertise
- Compelling clinical careers and development opportunities
- Colleagues fully representing our diverse communities

### Alignment to SDGs



### Our Refreshed Targets

#### Pet care expertise

By 2028 maximise pet care training investment and opportunity creation

#### Diversity

By 2028 reflect the diversity of the communities we operate in, achieving 12% representation of people from ethnic minorities

#### Community

By 2028 donate over 50,000 colleague hours to support community organisations

### Highlights

# 189

apprentices welcomed

# 5,700+

colleagues have completed our new nutrition training

# 10,300

In line with our strategy to engage all colleagues in the long term success of the business 10,300 colleagues became new shareholders or had their shareholding enhanced in the sixth year of our colleague RSP

# 101

Vet Graduates welcomed

# 11,000+

hours of colleague volunteering donated to community projects

# 207

Mental Health First Aiders trained in the Group during FY23

# 7th

in the FTSE Female leaders review

# 50+

weekly live colleague briefing events held across the year

# 1st

Winner of HR Impact award at Personnel Today awards 2022