

Human Rights 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

We are committed to respect internationally recognised human rights in line with the International Bill of Human Rights (consisting of the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights), the International Labour Organisation Conventions, the UN Guiding Principles on Business and the Human Rights and the Children's Rights and Business Principles.

This policy should be read and observed in conjunction with Pets at Home's Supplier Code of Conduct, Code of Ethics and Business Conduct, Whistleblowing Policy, Modern Slavery Statement and Diversity & Inclusion policy

THE SCOPE OF THIS POLICY

This policy applies to all business activities under the Pets at Home Group structure 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 and to cascade them down their supply chain.

OUR COMMITMENT

In implementing this policy, we commit to:

- Assess Pets at Home's impact on human rights in our operations and supply chain.
- Act to mitigate human rights risks in our operations and supply chain.
- Ensure effective grievance mechanisms are in place for people we impact to raise concerns.
- Provide effective remedies for those whose human rights have been adversely impacted.
- Communicate our progress with stakeholders.

To meet these objectives, we will:

- Develop and maintain in-house professional human rights expertise.
- Ensure the relevant Pets at Home's colleagues and departments understand how their work can impact on human rights, providing them with timely and adequate training.
- Continuously review Pets at Home's policies and processes to ensure consistency with the principles of this Human Rights policy.
- Implement adequate due diligence in our operations and supply chains. For our supply chains, this includes but is not limited to supplier self-assessment questionnaires, supplier capability building activities, ethical audits, corrective action plans to address any non-compliance. We will use all or a combination of the above based on the results of our ongoing supplier risk assessment.
- Ensure remediation is always provided if human rights are found to be affected in our operations or supply chains. If human rights are found to be affected on a supply chain site, we will engage with the supplier to provide effective remedies to the individuals affected, understand the root causes of the issue, and put in place appropriate measures to prevent future incidents. Pets at Home ultimately reserve the right to delist suppliers which do not respect the principles of this policy and show no willingness to improve.
- Report progress against our ethical trading objectives to the ESG Committee and publicly via the annual Modern Slavery statement

This policy is owned by our Product and Supply Chain Committee which meets at least quarterly and receives regular updates on our human rights performance to ensure that suitable support 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 commitments. 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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