

The Positive Pawprint



English (European) Summary Report 2023

This Report provides a summary of the progress made with the Positive Pawprint strategy during 2023. For more detail on all the work we have done, please read the full Positive Pawprint Report at www.ivcevidensia.com/positivepawprint.

Across IVC Evidensia, we embrace our responsibility to use our expertise, resources and financial strength to drive real and lasting change in the international veterinary profession. We do this by concentrating all our efforts on delivering our purpose of **Healthy Animals, Happy Owners**.

Positive Pawprint both defines and guides our efforts to make a positive impact on three key pillars of sustainability: People, Planet and Patients. It helps guide our decisions at Board and Executive Committee, through all our regions, to our almost 2,500 locations. Our achievements, targets and commitments show we're serious about IVC Evidensia being a sustainability leader.

Embedding sustainable approaches across our varied network is a challenge, but it's one that our dedicated teams are passionate about delivering

and I am proud of the progress we have made this year. This summary gives you just a taste of the amazing work going on across our business. Please read the full Positive Pawprint Report 2023 for much more detail.

Thanks to all our teams across the world for their ongoing dedication to supporting our sustainability efforts, as we work to become not only the best veterinary group IN the world, but also the best veterinary group FOR the world.

Simon Smith
GROUP CHIEF EXECUTIVE OFFICER



The Positive Pawprint Growing our company as a force for good

Caring for People	Caring for Planet	Caring for Patients
Protect and promote the health and well-being of our teams	Transition our company towards net-zero climate impact	Deliver the highest possible standards of care quality and safety
Offer the highest standards of client care and communication	Minimise our waste footprint through optimal management	Promote and innovate integrated animal health solutions
Create welcoming, diverse and inclusive workplaces	Train all clinicians on applied sustainability in veterinary care	Continually grow our clinical knowledge and skills
Empower clinics to contribute to their local communities	Evolve industry-leading sustainable procurement practices	Continually share knowledge, incidents and best practice
Ensure human rights are respected across our value chain	Practise leading standards of chemical and pharma management	Collaborate with peers to innovate best practice on antimicrobial resistance
Governance Management, Transparency and Disclosure		

Our Positive Pawprint Partners

Our Positive Pawprint Toolkit supports clinics to make a difference locally, breaking down sustainability actions – across People, Planet and Patients – into simple steps that even the busiest clinic team should be able to implement within their day-to-day operations. The Positive Hoofprint Toolkit provides similar guidance, tailored to the impacts of our farm and equine teams.

Over 150 clinics in the UK and Finland are now working on the Toolkits. 28 clinics – 26 from the UK and two from Finland – have completed the checklists and are now confirmed as IVC Evidensia Positive Pawprint Partners.

In the year ahead, we plan to launch both the Positive Pawprint and Hoofprint Toolkits in Ireland, France and Spain and hope that many more clinics will join with us to improve sustainability performance.



Caring for People

We want our people to enjoy coming to work every day, to grow and flourish, and be themselves, supported by our significant investments in their working environments, salaries, benefits and ongoing professional development.

Our targets

By 2025, to have 50% of senior roles* filled by women

By 2025, to have funded 50 vet scholars and 15 nurse scholars from ethnically diverse backgrounds

By 2023, to have established well-being programmes in all our markets

By 2025, suppliers representing at least 95% of centrally contracted spend to have signed the IVC Evidensia Supplier Code of Conduct or provided their own

Our achievements

Achieved gender parity for senior roles, with plans to support all colleagues throughout their careers, whatever their gender.

47 students from ethnic minority backgrounds now receiving support through the IVC Evidensia vet and VetsNow veterinary nurse scholarships. VetStrategy Diversity Bursary initiative in Canada now live, supporting 10 students.

Celebrated Pride Month across the Group. VetStrategy launched an LGBTQ2S+ Employee Resource Group for our Canadian colleagues.

Introduced a successful Flexible Working Toolkit in the UK, with fewer vets now leaving due to work/life balance.

Well-being and Mental Health support in place across all of our 20 markets, tailored to local needs and culture.

Over 500 trained Mental Health First Aiders in the UK and 25 in Canada. Partnered with the DPJ Foundation in the UK to train Farm teams on mental health support strategies. In Portugal, clinic management and Well-Being Champions to attended first Vet Mental Health Summit.



1,600 new vets enrolled in the IVC Evidensia International Graduate Academy since launch in 2014.

Over 23,000 days of online and face-to-face learning delivered as part of internal learning and development programmes (not including external Continuous Professional Development).

GP Vet Futures programme in place, supporting our GP vets to test new ideas and develop their skills.

International Artemis Leaders Programme providing specialist training to 50 future leaders from 10 countries, now including Canada.

Local Community Grants awarded to 219 teams in nine countries, distributing a total of € 265,500 to 290 colleague-nominated charities.

Teams across the Group donate their time and skills or take on fundraising. Examples include:

- **Swedish team members visited Ukraine** to help support local vets struggling to cope with the many homeless and abandoned animals.
- **VetStrategy clinics from coast to coast set up free clinics** to provide essential rabies vaccinations, microchipping, spaying and neutering to those in need.
- **In the UK**, teams have come together to raise funds for charity partner StreetVet and hope to raise € 115,000.

* Senior roles defined as Board, Executive Committee and direct reports, Group Veterinary Medical Board (GVMB), Country Managers and direct reports, and Clinical Directors.



Caring for the Planet

We are focused on playing our part in addressing key global environmental threats: climate change, biodiversity loss and resource depletion, and continue to invest time and resources into driving change within our business, supply chain and wider profession.

Our targets

By 2030, reduce absolute Scope 1 and 2 emissions by 50%, and Scope 3 emissions by 30%

By 2050, reduce Group emissions to net zero

By December 2023, at least 85% of electricity purchased to be from renewable sources

By 2025, in the UK, achieve zero waste to landfill and increase our recycling rate for non-hazardous waste by 50%

By 2023, complete waste reviews in all core markets as the basis for Group waste targets

Note: Scope 1 and 2 targets are aligned with a 1.5°C science-based rate of decarbonisation and have been validated by the Science Based Targets initiative. Targets measured from a 2022 base year.

Our achievements

Committed to greenhouse gas reduction targets aligned with climate science, working towards net zero by 2050.

85% Group electricity from renewable sources, including 25 Netherlands clinics with solar panels, and similar installations now planned in Spain and Portugal.

477 UK clinics and 74 in France now have LED lighting, with LED lighting upgrades planned in most key markets.

10% fuel saving following eco-efficient driver training for French crematorium teams.

Low Carbon Anaesthesia Working Group identifying opportunities to minimise the environmental impact of anaesthetic procedures.

Steps towards lower carbon cremation with 17% improvement in fuel efficiency for VetSpeed UK crematoriums and a cross-market working group researching efficient and lower emission crematorium technologies.



50% cut in chemical disinfectants used, as part of UK chemical-free cleaning trial.

Engagement meetings held with largest suppliers to start to work together **towards climate goals**.

Improving recycling through centralised waste contracts, alongside trials of medical blister packs recycling in the UK, soft plastic recycling in France and food recycling in Canada, with plans to extend to other markets.

86% of the packaging for own-brand products is **now recyclable, compostable or reusable**.



Caring for Patients

As the veterinary sector evolves at pace, we invest in ensuring our clinic and hospital teams have the equipment, training and ongoing support they need to navigate today's veterinary demands, while delivering patient care safely and to the highest quality.

Our targets

To treat 3,500 patients per year, using the IVC Evidensia Care Fund by 2025 (revised target)

To reduce the total number of surgical site infections, as a percentage of dogs and cats neutered to 5% by 2025

To ensure that 75% of our clinics have species-specific waiting room facilities by 2030 (revised target)

To reduce the total number of antibiotic treatments and prescriptions as a % of total outpatient consultations to 5% by 2035

To appoint a dedicated Infection Prevention and Control Ambassador to 75% of our clinics by 2025

Our achievements



9.7 million animals treated.

More than 870,000 members of pet health plans in the UK, Ireland and the Netherlands.

5,021 animal lives saved using the IVC Evidensia Care Fund.

Wellness Screening completed for over 4,500 dogs and cats, with around 95% of patient screenings identifying hidden underlying illness requiring further testing and/or treatment.

24% of clinics now have Infection Prevention and Control (IPC) Ambassadors, with evidence of a clear correlation between the number of IPC Ambassadors and reductions in surgical site infections.

259 research projects being undertaken by IVC Evidensia teams, led by 141 researchers in 12 countries.

53% of sites with species-specific waiting room facilities.

27% reduction in total antibiotics used by our farm vets (2020 to 2022).

