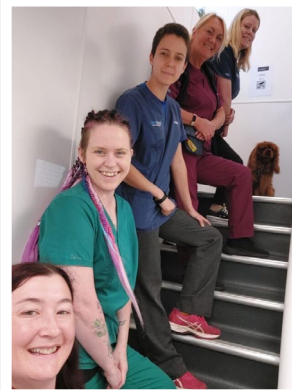
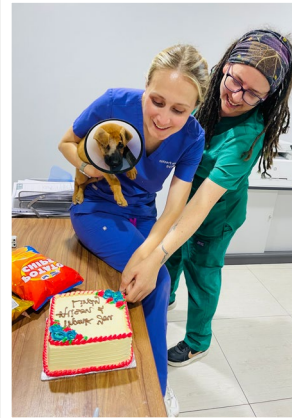


# Sustainability and Giving Back Report 2024/25



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## Introduction

### A note from Jo:

*“VetPartners has grown enormously since we were established 10 years ago, but even in times of change, we’ve been committed to expanding in an ethical and sustainable way: which is why we have now committed to being a net zero business by 2045.*

*Looking back over the past year, we couldn’t have achieved what we have done without our colleagues. Through their efforts, we clocked up a record 13,843 hours of activity during our annual Month of Movement, won awards from Investors in the Environment, and collected and recycled over 10 tonnes of plastic, medicine blister packs, pet food packaging and disposable PPE. 79 of our colleagues have travelled overseas to volunteer their time and undertake clinical work for animal charities in 20 different countries, and teams have raised money for a huge range of different charities.*

*I hope they all feel proud of how much they have contributed to making VetPartners a more sustainable business, and one that gives back to communities both locally and around the world.*



Jo Malone | VetPartners CEO

## Vision and Values

Our group is defined by five key values:

- **Dedicated - We’re solution focused and accountable:**  
We look for better ways to do things, and our actions matter. We’re resilient, adaptable and self-aware.
- **Approachable - We create a culture of warmth and belonging:**  
We have a personal approach, and provide an open and inclusive environment for you to thrive in.
- **Respectful - We respect one another:** “Everyone makes the tea here”. We listen, as everyone’s opinion counts. We act with humility, empathy and integrity.
- **Collaborative - We work together:** We’re called VetPartners because we believe in working in true partnership, in a supportive and collaborative way, to deliver our mission. You are part of our family.
- **Supportive - Learning is part of our DNA:**  
We develop individuals, practices and teams.



In short, we work together to support our patients, clients and each other, and the work we do as part of Sustainability and Giving Back aligns with these values. It also supports all of our strategic pillars, particularly: “Be a great place to work” and “Develop our business in an ethical, sustainable and profitable way”.

## Sustainability at VetPartners

2025 marked the fifth year of our Sustainability Strategy: *Looking Forward Together*, which outlined our goals from 2020 to 2026. From 2026, as we close out our first strategy period, reflect on our achievements, and look to the future, we will align our sustainability reporting with our financial year (July - June).

**This report therefore covers a longer period than our previous reports: from 1st January 2024 to 30th June 2025.**

Over this period, we've continued in partnership with environmental accreditation scheme **Investors in the Environment (iE)** and continued our **TerraCycle®** scheme. Earlier this year, the **Science Based Targets initiative (SBTi)** verified our net-zero by 2045 target. This means we have pledged to reduce our greenhouse gas (GHG) emissions by over 90% over the next 20 years, and to offset the remainder using permanent carbon removal techniques.



Year on year, we've also been inspired by the increase in charity fundraising and volunteering that our colleagues do. In addition to the organisational charity events that we run including the Month of Movement, Virtual 5K and our Overseas Volunteering Grant scheme, VetPartners colleagues spent over 1,150 hours fundraising in 2024-25.

Running marathons, sponsored walks, triathlons, sky diving, spinathons, organising market stalls, quizzes, raffles, bake sales and dog shows are just some of the fantastic ways people are giving back with our donation matching scheme and supporting worthy causes.

## Targets

In our first Sustainability and Giving Back Strategy in 2020, we set ourselves 21 targets covering the period until the end of 2026, across three guiding themes: 'We are ethical', 'We are resilient', and 'We are champions'.

We've reviewed our progress against these targets to see where we're on track, where we could do better and where we've exceeded our ambitions, which are detailed in this report. We've also featured some target highlights to showcase some of the exciting work our colleagues have been doing.

We've achieved, or expect to achieve, 18 of the 21 targets in our first Sustainability Strategy by the end of 2026.



## We are Ethical

By the end of 2026...

90% of practices will be on renewable energy tariffs	Achieved	We will implement at least three ways to encourage or reward colleagues for positive environmental or social actions	Achieved	We will make VetPartners sustainability resources available to all colleagues	Achieved
<p>93% of practices are on renewable energy tariffs in the UK, and 95% in Europe.</p>		<ol style="list-style-type: none"> <li>Through our corporate membership with Investors in the Environment (iE), we provide discounted iE membership to our practices, and additional support with the iE audit process and the Practice Standards Scheme (PSS) Environmental Sustainability award.</li> <li>Since the the Give As You Earn scheme was implemented in 2023, colleagues have donated £6,658 to charity tax free via payroll.</li> <li>We matched £227,315 of colleagues' charity donations through our donation matching scheme over the period of this report.</li> </ol>		<p>All colleagues in the UK and Ireland benefit from bespoke sustainability resources via our e-learning platform. These resources provide information and case studies across a wide range of topics including energy, client engagement, anaesthesia, medicines, travel and waste.</p> <p>All colleagues also have access to personalised advice from the sustainability team via the Sustainability and Charity inboxes, through which we receive and respond to over 300 queries a month.</p>	
<p>We will deliver at least 10 hours of training and CPD to colleagues on sustainability per year and create role-specific training in sustainability and make it available to all new starters with VetPartners</p>	Achieved	<p>We will implement additional measures to reduce the use of and escape of anaesthetic greenhouse gases in 20% of practices</p>	On Track	<p>We will develop a code of conduct for our suppliers on environmental and human rights and engage with all our tier one suppliers to ensure they abide by it</p>	On Track
<p>Each year, several 45-minute sustainability training sessions are run by iE which we promote to our practices. In 2024, multiple colleagues accessed the six hours of training, and in 2025 three hours were delivered. In 2025 several colleagues completed carbon literacy training and/or VetSustain's A Sustainable Approach to Clinical Veterinary Practice course (35 hours of CPD).</p>		<p>In collaboration with the Clinical Board and Anaesthesia Clinical Interest Group, we ran a campaign on reducing the environmental impacts of anaesthesia – including a series of webinars, reference guides, and a commitment to phase out the use of nitrous oxide across the group. Over 99% of VetPartners practices now do not use nitrous oxide.</p> <p>We've also continued to work with the Small Animal Clinical Board and have drafted a project plan to monitor our use of inhaled anaesthesia and roll out peer mentoring and additional training.</p>		<p>In 2024, we sent out our Supplier Code of Conduct and Supplier Sustainability and Human Rights Questionnaire to our top 50 suppliers. We have also engaged with our procurement team to ensure that environmental and social considerations are built into significant tenders. Where suppliers are unwilling to sign a third-party agreement, we review their own codes of conduct and policies to ensure that they are equivalent to the requirements in our own.</p>	

## Target Highlight

**We will know the carbon footprint of VetPartners and set carbon reduction targets for 2026 and 2030**

**Achieved**

We have committed to achieving net-zero greenhouse gas (GHG) emissions across the value chain by 2045, compared with a baseline year of 2023. In July 2025, our net-zero targets were validated by the **Science-Based Targets initiative (SBTi)**.

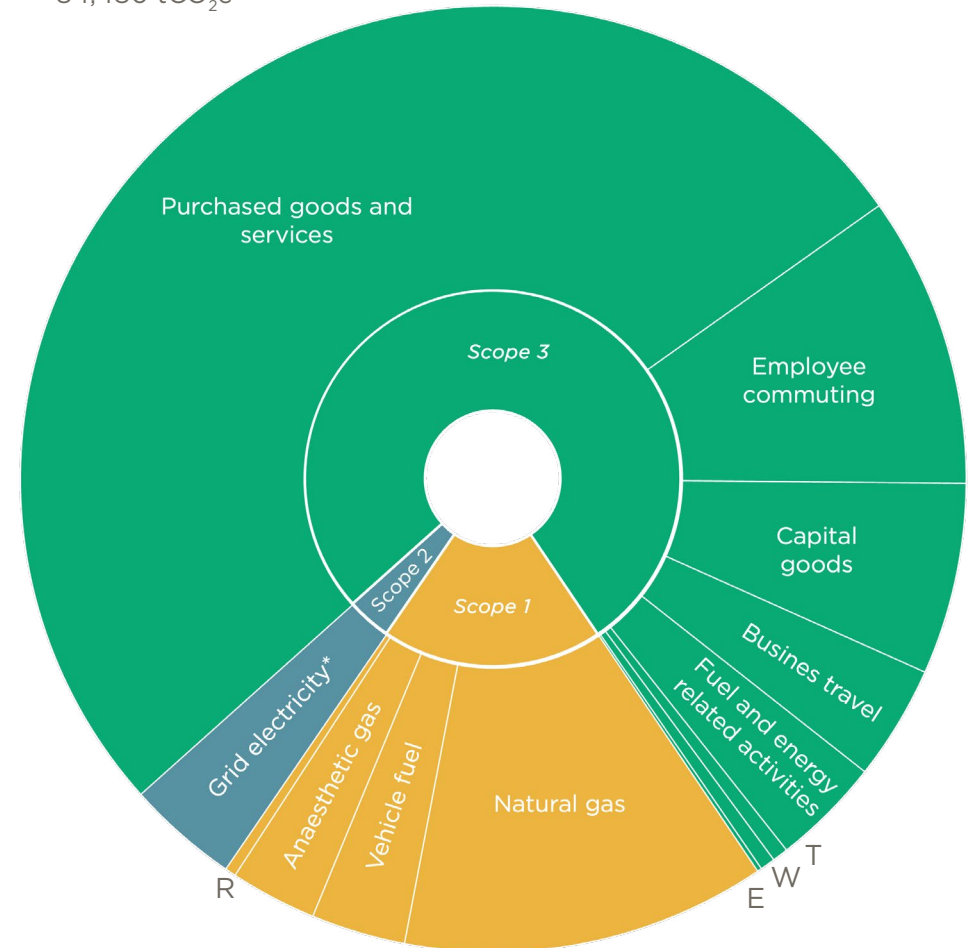
### We commit to:

- Near term targets across scope 1 and 2 (market-based): VetPartners commits to reduce absolute scope 1 and 2 (own operations) GHG emissions by 59% by 2034 from our 2023 base year.
- Near term targets across scope 3: VetPartners commits to reduce scope 3 (our value chain) GHG emissions 67% per million GBP value added by 2034 from our 2023 base year.
- Long-Term Targets – scope 1 and 2: VetPartners commits to reduce absolute scope 1 and 2 GHG emissions by 90% by 2040 from our 2023 base year, and to maintain this to 2040 and beyond.
- Long-Term Targets – scope 3: VetPartners also commits to reduce scope 3 GHG emissions intensity by 97% by 2045 from our 2023 base year.

All direct emissions reductions will be prioritised and any residual emissions neutralised in line with SBTi criteria.

## Baseline carbon footprint (2022/23)

84,480 tCO<sub>2</sub>e



R	Refrigerants
E	End of life treatment of products
W	Waste (including water)
T	Transport and distribution (upstream)

\*location based

### Progress to date

Our 2024/25 carbon footprint (81,158 tCO<sub>2</sub>e vs a target of 83,458 tCO<sub>2</sub>e for this year) shows that we are currently outperforming our validated science-based reduction pathway, providing a strong foundation for long-term delivery across the group.

VetPartners’ scope 1 emissions totalled 16,567 tCO<sub>2</sub>e in 2024/25, a 3% increase from the base year, mainly due to growth in our Pet Cremation Services (PCS) business leading to more use of kerosene for high-temperature combustion processes.

VetPartners’ scope 2 emissions initially increased 26% against base year emissions in 2023/24, due to growth in the number of practices. However in 2024/25, UK grid decarbonisation and energy efficiency measures led to a 13% reduction against the previous year’s figures. Additionally, having committed to moving to 100% renewable electricity tariffs with our brokers, and now working to obtain Renewable Energy Guarantees of Origin (REGOs) in the UK and Guarantees of Origin (GoOs) in Europe, we anticipate a decrease in our scope 2 emissions for our forthcoming 2025/26 carbon footprint.

Scope 3 emissions saw a sharp reduction in 2024/25, largely due to decreased spend on medicine.

### Next Steps

To become a net-zero business, we will take ambitious actions over the next 20 years to reduce our emissions and combat climate change, including:

- Transitioning our fleet to electric vehicles.
- Building sustainability into travel policies.
- Engaging with our suppliers to support carbon reduction.
- Procuring renewable energy across the whole group.
- Improving the energy efficiency of our buildings.

SCOPE	CATEGORY	2022/23	2023/24	2024/25
1	Vehicle fuel	2,724	1,920	1,934
	Natural gas	10,523	11,089	12,060
	Anaesthetic gas	2,502	2,423	2,278
	Refrigerants	317	296	296
2	Electricity: location-based	3,224	4,069	3,532
	Electricity: market-based	3,224	4,069	3,532
3	Purchased goods and services	43,772	46,536	41,082
	Transport and distribution: upstream	456	279	285
	Fuel and energy related activities	3,156	4,004	4,034
	Capital goods	5,534	5,308	4,587
	Waste (including water)	416	535	458
	Employee commuting	8,412	7,756	7,264
	Business travel	3,317	3,350	3,327
	End-of life treatment of products	127	17	22
<b>Total</b>		<b>84,480</b>	<b>87,582</b>	<b>81,158</b>

Units tCO<sub>2</sub>e



## We are Resilient

By the end of 2026...

<p><b>We will reduce our energy use by 20% (on a per practice basis) compared with 2021</b></p>	<p><b>Target at risk</b></p>	<p><b>We will install water saving measures in 30% of practices</b></p>	<p><b>Target at risk</b></p>	<p><b>We will help 70% of our business conduct a personalised waste review</b></p>	<p><b>On Track</b></p>
<p>While we've invested in energy efficiency measures in practices, in particular LED and motion-controlled lighting, our energy use has increased since the baseline period. This is mostly due to the increase in our kerosene consumption since Pet Cremation Services (PCS) joined VetPartners.</p> <p>We are proceeding with a programme of energy audits and further efficiency measures, including efficiency improvements to cremators, which will help us to reduce our energy consumption in future years.</p>		<p>While gathering water consumption data which is challenging due to the large number of metering points across our business, we have continued to work with our broker in the UK to improve this visibility and monitoring facilitate future action and to understand where we're using the most water across our business; and will do similar in Europe in future years.</p>		<p>We have created a waste audit checklist which supports practices in reviewing and improving their waste management. Along with this, practices signed up to iiE are also provided with a Waste Audit Guide with further information.</p> <p>We recently commenced implementation of a UK-wide contract for general waste and recycling. Our new provider has committed to audit 95% of our practices before the end of 2026.</p>	
<p><b>We will include environmental and social risks in the company risk register</b></p>	<p><b>Achieved</b></p>	<p><b>We will establish a regular review process for environmental and social risks, and include mitigating actions in updates to the sustainability strategy and action plan</b></p>	<p><b>Achieved</b></p>	<p><b>We will review and update the sustainability strategy annually</b></p>	<p><b>Achieved</b></p>
<p>Environmental and social risks have been included in the company risk register since 2021. In early 2024, the VetPartners Risk Committee held a session on risks from climate change, which gave rise to planned actions to improve our mitigation strategies for a range of global risks, including environmental and social risks.</p> <p>In 2026, we will conduct a double materiality assessment which will elevate and strengthen our understanding of material sustainability risks.</p>		<p>The Risk Committee meets quarterly to review and discuss the company risk register, which includes environmental and social risks and mitigating actions.</p> <p>Climate related risks are also reviewed in detail as part of our Climate-related Financial Disclosures in the VetPartners Annual Report.</p>		<p>The sustainability team has reviewed all of the targets and the progress we've made against them to produce this report.</p> <p>As our current strategy draws to an end in 2026, we will set new targets in line with VetPartners' sustainability ambitions and strategic pillars.</p>	

## Target Highlight

<b>We will be diverting 90% of our waste from landfill</b>	<b>On Track</b>
<p>We are on track for this target as we are streamlining our waste management service providers and our suppliers. Our provider for general waste and recycling, and our majority provider for clinical and hazardous waste in the UK, have committed to diverting over 90% of waste from landfill. This work is also being supported by the implementation of a waste monitoring program to give us greater visibility and detail on our generation of waste and end of life routes.</p>	

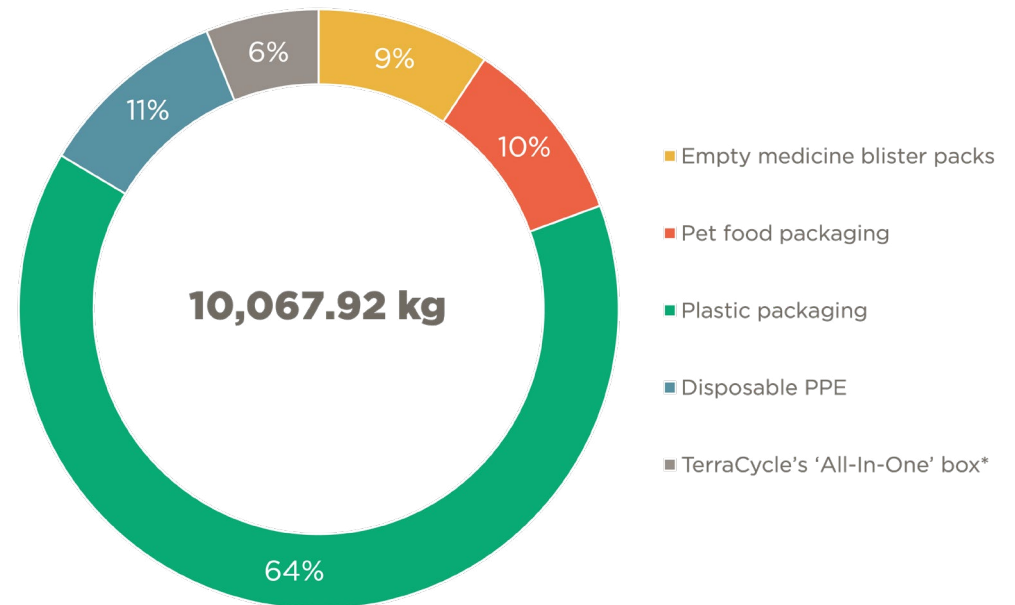
2024/25 marked our fourth year of using **TerraCycle®** Zero Waste Boxes which are very popular with our practices. This all-in-one solution makes it easy to recycle hard-to-recycle waste, keeping it out of landfill and incinerators.

We use the Zero Waste Boxes™ to recycle:

- Empty medicine blister packs.
- Flexible / rigid plastic packaging.
- Disposable PPE - masks, gloves, shoe covers.
- Pet food packaging.
- Crisp packets and snack packaging.
- Office supplies.



## vetPartners *Looking forward together*



*\*This box recycles anything from crisp packets, to cleaning accessories, clothing and stationery.*

Between January 2024 and June 2025, we collected and recycled over 10 tonnes of waste and materials with TerraCycle that aren't typically accepted by local recycling services.

In May 2025, VetPartners' Sustainability Team visited TerraCycle's Material Recovery Facility (MRF) where the contents of our Zero Waste Boxes are scanned, weighed, decanted and consolidated.

At the MRF, we saw how our waste is checked for compliance, compacted and stored before being processed in a specialist recycling facility back into usable raw materials.

We also learnt more about what specifically happens to our **PPE**, **empty blister packs** and **flexible packaging** after the MRF.

## We are Champions

By the end of 2026...

We will establish a sustainability in farming working group	Achieved	We will take action for wildlife and nature on site in at least 25% of our businesses	On Track	We will establish partnerships with industry groups and other organisations, helping to promote best practice for sustainability in the veterinary and farming sectors	Achieved	We will publish an annual Sustainability / CSR report	Achieved
<p>The sustainability in farming working group met several times between 2021 and 2023, before being subsumed into the internal activities described below, and membership of the VetSustain Food and Farming working group.</p> <p>In February 2025, four new awards were launched by VetPartners to celebrate farmers, one of which is the Environmental Impact Award. This celebrates farmers who are leading the way in biodiversity, emissions reduction, regenerative agriculture or sustainable land management.</p> <p>In 2024, VetPartners Farm Director Ian Cure wrote an <b>article</b> explaining why vets, as farmers' most trusted advisors, have a huge role to play in supporting sustainable and regenerative farming practices.</p> <p>2024 also marked the third year of the VetPartners <b>Sustainable Dairy Farmer of the Year award</b>, which was won by Matt Penny, who manages Oliver Grants Carters Lodge Dairy.</p>	<p>We've seen great examples of practices being creative and taking action to support wildlife, including bird box competitions, garden projects, to bee friendly practices - Littlecroft Vets, The Ark Vet Practice, Nene Veterinary Group, Galedin Veterinary and St David Veterinary Centre have all taken initiative with some fantastic outdoor projects.</p> <p>Every year, our Central Support Office colleagues also take part in an organised litter pick in York, reducing the amount of discarded rubbish which can cause harm to local wildlife.</p>	<p>Since 2023, our Sustainability and Clinical Board teams have been collaborating on <b>Project DRAPES</b>. This exciting research, co-funded by VetPartners and <b>BSAVA PetSavers</b>, investigates whether using disposable drapes in routine surgeries affects patient outcomes compared with using washable reusable drapes, which have less lifetime environmental impact. Interim analyses of the data collected for this research so far suggests that there will be no significant difference in complication rates; although we are still recruiting patients to the study and will conduct the full statistical analysis in 2026.</p> <p>VetPartners colleagues also continue to be represented on <b>BEVA's</b> Sustainability working group, and as in previous years, several of our vets and nurses are members of <b>VetSustain</b> working groups, or are recognised as VetSustain 'champions'.</p> <p>In 2025 VetPartners provided seed funding to VetSustain as a founding member of the <b>Veterinary Sustainability Roundtable</b>, a pre-competitive space for organisations from across the veterinary sector to collaborate on sustainability.</p>	<p>This is our fourth Sustainability and Giving Back report, and we plan to continue publishing them annually. Going forward, we will align our sustainability reporting with our financial years, matching the cadence of our carbon footprint targets and reporting.</p> <p>We're also continuing to improve our sustainability reporting capabilities as we proactively prepare for the upcoming Corporate Sustainability Reporting Directive (CSRD) requirements.</p>				

## Target Highlight

**We will achieve the iiE Green level award at central support office, and at least iiE Bronze level or the PSS Environmental Sustainability award at 25% of practices.**

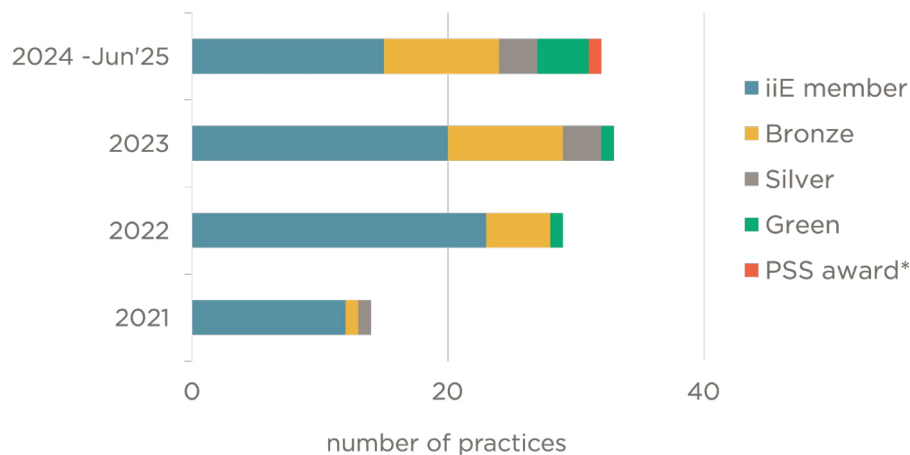
**Target at risk**

17 VetPartners practices have achieved at least an iiE Bronze accreditation or the PSS Environmental Sustainability award, which makes up 11% of our practices in the UK.

In total, 31 VetPartners' practices are working towards or have achieved an iiE accreditation or PSS Environmental Sustainability award: approximately 19% of our practices.

However, we are proud to have achieved the iiE Green level award at our central support office in York in 2024, an improvement on the Silver award achieved in 2023. We have also maintained this accreditation for 2025.

### Our iiE and PSS Environmental Sustainability award progress



\* Environmental Sustainability award

## iiE awards 2024

We are incredibly proud of two of our practices who won and achieved runner up during the 2024 iiE awards.



Having started their iiE journey in mid-2021, Galedin Veterinary achieved their Bronze accreditation in 2023 and received Silver in June 2024.

They have made a conscious effort to both reduce their waste and to improve their waste management systems - no mean feat in the veterinary world. As a result, they were the winner of the Best Waste Reduction award.

The practice was complimented on their efforts to reduce their clinical waste and improve their stock control, both of which save resources, money and carbon. The judges also liked their switch to paper-lite communications and their introduction of a wormery at their Berwick practice.



Ash Tree Vets have been working towards making their operations more sustainable since 2020 and achieved Green accreditation in 2025.

Ash Tree played a pivotal role in launching an important research project which will hopefully have a positive impact across the whole profession. Project DRAPES is a large scale study evaluating whether there is a difference in post-operative wound complication rates between reusable cotton drapes and disposable plastic drapes that are used in surgery. These efforts meant they were awarded runner up for the Best Social Impact award.

## Giving Back Target Highlights

**We will collectively volunteer 5,000 hours per year.**

**Achieved**

Since 2022 we've offered colleagues an annual paid day off for volunteering, and in 2024 we launched our overseas volunteering grants. VetPartners volunteering grant recipients volunteered approximately 800 hours in 2024 and 4,080 hours in 2025, with a larger number of grant recipients scheduled for 2026.

## Overseas Volunteering Grants

VetPartners has provided over £130,000 to enable team members across our group to undertake clinical work with 27 different overseas animal charities.

Between January 2024 and June 2025, 25 vets, 33 new graduates and 21 RVNs received funding to volunteer and use their clinical skills to help animal charities across the world. The overseas missions are often life-changing experiences for volunteers undertaking clinical work with animal charities operating in the most challenging conditions.



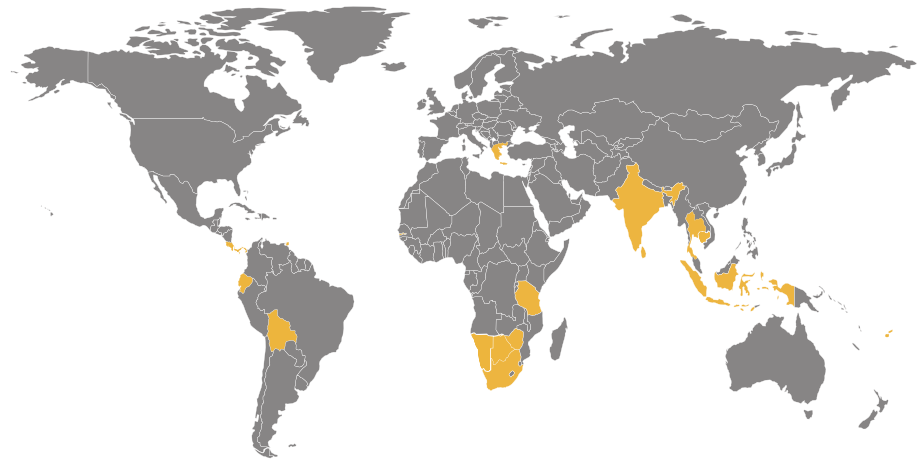
**vetPartners** Looking forward together

*"I had an amazing time teaching new vets to sterilise dogs to help keep the Indian street dog population under control, also had a day at a sterilisation outreach centre. I even saw a new disease! Great experience joining three other teachers (very skilled local vets) taking eight vet students through anaesthesia and their first neutering operations to becoming standalone surgeons."*



Ian Hopkins, Vet, (pictured left) **WVS Training Course**, Goa

**Countries we've volunteered in:**



*"My volunteer experience as a veterinary nurse in Botswana was very rewarding, humbling and an amazing opportunity that allowed me to gain invaluable hands-on experience while contributing to animal welfare in an area of rural Botswana where veterinary care is limited. Days at the clinic were really good. I left each day with a feeling of happiness and pride knowing I have helped many patients and helping to continue the good work undertaken by MAWS"*



Nicky Weitendorf, RVN, **Maun Animal Welfare Society**, Botswana

## Giving Back Target Highlights

<b>We will raise at least £300,000 for charity per year.</b>	<b>Achieved</b>
<p>Teams from our practices and associated animal healthcare businesses across VetPartners have run marathons, climbed mountains, baked cakes and organised dog shows, pub quizzes and raffles to raise money all for charity.</p> <p>In 2024, we raised £326,991 for more than 100 different charities, and from the start of 2025 up until the end of June, we had already raised £173,458!</p>	

	2024	2025 (Jan - Jun)
Colleagues' fundraising	£172,147	£101,041
VetPartners charity fund matching	£154,844	£72,417
Number of charities donated to	121	78

### Charities we support

Our fundraising efforts have supported all types of charities: from animal and wildlife rescues like **The Blue Cross**, human health research such as **Cancer Research UK**, mental health charities like **Mind** and animal assistance charities including **Veterans with Dogs** or **Irish Guide Dogs for the Blind**.

Our colleagues also vote on a charity of the year, and in 2024 we raised £46,373 for VetPartners' chosen charity, **StreetVet**, an organisation that takes veterinary care out onto the streets to help homeless people and their pets. Other popular charities we donated to in 2024 included **Vetlife** (£26,011), **The Canmore Trust** (£20,511) and **Macmillan Cancer Support** (£10,959).

In 2025, efforts focused on raising money for VetPartners' 2025 chosen charity, **Air Ambulances UK** (AAUK), which received nearly 50% of colleagues' votes. AAUK is the national charity supporting the lifesaving work of the UK's Air Ambulance charities, enabling them to save even more lives every day.

We also have a long-standing commitment to **World Land Trust**, an international conservation charity that protects the world's most threatened habitats and species. Since 2022, our partnership with the organisation has funded the purchase and protection of 1,064 acres of vital wildlife habitat.



### Month of Movement

Every May we join together to swim, walk, wheel, run and cycle to boost wellbeing and take part in our largest organised fundraiser. For every hour of activity throughout the month, VetPartners donates £4 to each country's chosen charity.

Each year, the participation in this annual charity initiative reaches all-time highs since it was launched in 2022, with well over 1,000 colleagues now participating in a wide range of activities. In 2024, we raised £50,388 and in 2025 this total was even higher at £55,372.