



# The Positive Pawprint summary report 2024



This Report provides a summary of the progress made with the Positive Pawprint strategy during 2024. For more detail on all the work we have done, please read the full Positive Pawprint Report at [www.ivcevidensia.com/positivepawprint](http://www.ivcevidensia.com/positivepawprint).



Across IVC Evidensia’s international network, our colleagues are united in delivering our purpose of **Healthy Animals, Happy Owners**. To achieve this, we work to keep three promises: our people promise to be a great place to work; our customer promise of world-class veterinary care, delivered locally; and our sustainability promise to be a force for good, embodied in our Positive Pawprint strategy.

This is our fourth annual update, reflecting how our Positive Pawprint strategy defines and guides our efforts aligned to our three key pillars of sustainability: **People, Planet and Patients**. I am pleased to report further progress as we continue to see increasing engagement with embedding sustainability principles across our international business.

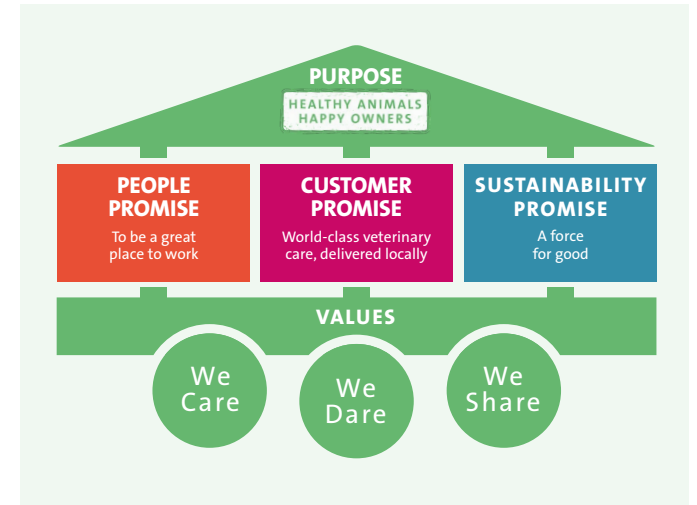
This summary gives you just a taste of the amazing work going on across our business. Please read the full 2024 Positive Pawprint Report for much more detail ([ivcevidensia.com/positivepawprint](http://ivcevidensia.com/positivepawprint)).

I am incredibly proud of our teams and their unwavering commitment to supporting our sustainability efforts. We have made good progress

## Our practices embedding sustainability in our day-to-day activities

From coast to coast, our clinics are embracing the Positive Pawprint strategy, advancing efforts to support people, planet and our patients into their everyday. From support for mental health and wellbeing through clinic activities to reducing the number of product deliveries to utilizing the Care and OSCAR Fund to support patients in need, our clinics are driving meaningful impact.

Recognized in 2024 by Canada’s 2SLGBTQI+ Chamber of Commerce (CGLCC) as Rainbow Registered for leadership in support for our team members and the community



in delivering impactful change 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



Canadian Practice Managers meeting in Quebec for the 13th annual Leadership Summit, one of three being held across the country.

# Caring for People

Our People strategy aims to make IVC Evidensia a great workplace, where colleagues receive support to deliver exceptional care, be themselves and thrive, while benefiting from the incredible opportunities within our extensive network.



## Our targets

By 2025, to have 50% of senior roles filled by women<sup>1</sup>

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

Continue to support colleague well-being programs 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 during 2024






### Embracing diversity & inclusion

-  53% of senior management roles held by women
-  International mentoring scheme launched to promote diversity in senior leadership
-  Toolkit developed for managers on how to support neurodivergent colleagues
-  Rainbow registered accreditation recognizing VetStrategy's commitment to creating a safe, welcoming and inclusive space for the 2SLGBTQIA community 
-  International Women's Day marked by awareness campaign celebrating the fact that the French medical committee is 50/50 women and men
-  Supporting students from ethnic minorities to embark on careers in the veterinary profession, with 51 ethnic diversity scholarships funded in the UK, and 10 bursaries in Canada
-  Farm teams completing AgDiversity training, a bespoke online course to increase diversity in agriculture


### Providing leading development opportunities


-  Over 33,000 days of online and face-to-face learning delivered as part of internal L&D programs (not including external CPD)
-  145 future leaders from 11 countries completed our Artemis International Leaders program
-  260 graduates from 9 countries joined the Graduate Academy in 2024
-  More than 400 Practice Managers joined regional Leadership Summits in Fall 2023, taking part in sessions focused on resilience, strategic thinking and the rich history of veterinary medicine

### Protecting and promoting the well-being of our colleagues

-  Well-being and Mental Health support in place across all of our markets
-  VetStrategy's annual Aleks' Promise campaign focused on compassion fatigue and the role of self-care in mental well-being and trained 25 more Mental Health First Aiders this year
-  National Well-being at Work Week with activities including mental health webinars, group sports, and videos encouraging physical activity
-  300 Well-being Champions together with around 500 qualified Mental Health First Aiders provide practical support and advice to our teams
-  Celebrated World Compliments Day with the aim of fostering a culture of appreciation and gratitude in the workplace

### Supporting our local communities

-  266 charities across 10 countries were supported by the Local Community Grants Fund

-  135 VetStrategy and Daubigny clinics joined forces for a second annual Holiday Donation Drive, collecting more than 27,000 lbs of food, personal hygiene items, toys and pet supplies for community organizations



The team at Central Animal Hospital (Kamloops, British Columbia) supported the Four Paws Food Bank with a \$1,500 donation



Hôpital vétérinaire Mercier (Mercier, Québec) donated 157 pounds of pet supplies, toys and food to the SPCA Roussillon

<sup>1</sup> 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 December 2023, at least 85% of electricity purchased to be from renewable sources

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

By 2025, our own-brand packaging to be recyclable, compostable or reusable

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



## Our achievements during 2024

### Making progress towards our net-zero goal



85% Group electricity from renewable sources

Energy efficiency upgrades across sites in 7 countries with over 30,000 lights changed to LED including:



LED lighting installed at 42 clinics, with an aim to convert all clinics by end 2025



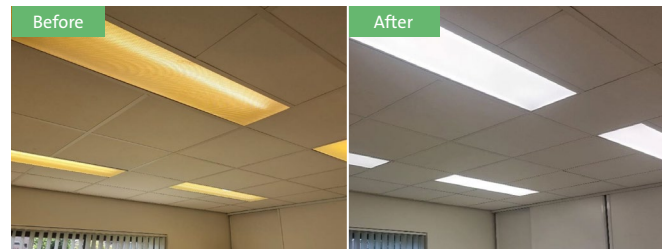
Energy efficiency upgrades in 900 UK and Irish clinics



70 clinics in Ontario were retrofitted with LEDs



Project launched to complete lighting and heating upgrades across the whole estate



Encouraging greater adoption of lower flow anaesthesia techniques, cutting emissions and improving patient welfare



17 clinics taking part in trial of waste anaesthetic gas capture technology, estimated to capture 87% of emissions



All new anaesthetic machines to use sevoflurane (70% less polluting than isoflurane)



### Moving towards lower carbon cremation



25% reduction in crematorium process fuel emissions (since 2022)



Project "Four'ever" to reduce crematorium gas consumption through better reporting, action plans and new technology

### Reducing environmental impact of deliveries



343 clinics transitioned to a fixed delivery schedule, reducing the delivery frequency from 3.53 times per week to 2.83 times per week

### Reducing waste



Improved waste management schemes rolled out



89% of own-brand packaging is recyclable, compostable or reusable



Pet food packaging recycling program in partnership with Centravet



49% of non-hazardous waste recycled



49 clinics now connected to PreZero with all waste diverted from landfill and 30% recycled



1.5 million blister packs recycled collected by 104 clinics (since April 2023)



Practices like Animal Hospital of Cambridge are sharing creative ideas to reduce waste – reusing old blankets as kennel liners and donated socks to keep patients warm

# Caring for Patients

All of our veterinary teams are united in their commitment to provide outstanding care to our patients and outstanding care to their owners. As part of this, we want to be at the forefront of positive change, driving quality improvements in animal health and welfare, improving access to veterinary care for animal owners in all circumstances and playing our part to promote One Health.



## Our targets

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

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

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


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


To reduce the total number of antibiotic treatments and prescriptions as a % of total outpatient consultations to 5% by 2030





## Our achievements during 2024

### Quality of care


 Care Frameworks supporting our clinical teams to provide consistent evidence-based contextualized care. First two frameworks launched, with a further eight in development


 Clinical Quality Frameworks developed, designed to elevate the standard of veterinary care across multiple countries

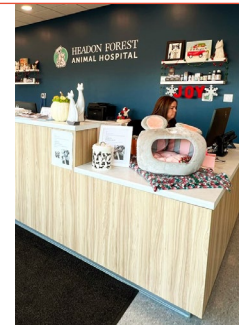
 75% of clinics with Infection Prevention and Control Ambassadors

 Over 53% of clinics have species-specific waiting rooms, reducing stress and anxiety and contributing to better treatment outcomes

 60 clinics achieve cat-friendly status


 Clínica Veterinaria Alcabideche opened cat-only consultation rooms and hospitalisation cage

 Headon Forest Animal Hospital recently renovated its reception area and created a separate cat zone to enhance care and experience for feline patients and their owners. Located in Burlington, Ontario, the practice is Fear Free certified and proudly holds a gold-certified Cat Friendly Practice (CFP) status




### Accessibility & affordability


 5,389 animal lives saved using IVC Evidensia Care Fund

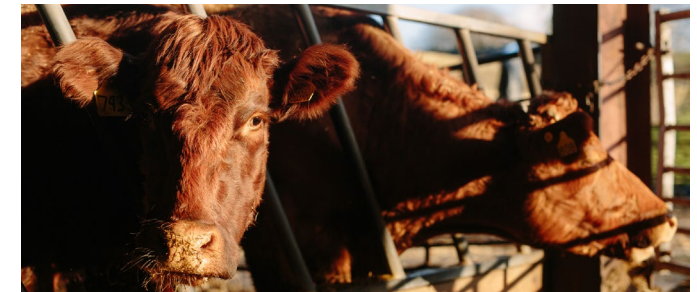
 950,000 members of pet health plans


 Partnerships with over 1,000 animal charities with over £800,000 worth of veterinary care donated

### One Health


 Tracking and improving antibiotic prescription rates in six markets

 Farm vets achieve 88% reduction in use of Category B antibiotics (2020–2023)



 23% cut in antibiotic use at Evidensia Specialistdjursjukhuset Strömsholm over the past three years

 Outpatient antibiotic prescriptions down by 32% since 2022

 390 active clinical research projects being led by researchers in 12 countries



Everyone has a role in helping us build  
The Positive Pawprint at IVC Evidensia.

We welcome your comments and feedback.  
Please email [positivepawprint@ivcevidensia.com](mailto:positivepawprint@ivcevidensia.com)