

# Pets at Home

ESTIMATED CUMULATIVE RESULTS (2009-2013)

Pets at Home is a leading U.K.-based specialty retailer of pet food and accessories and provider of pet-related services including grooming and veterinary services.

**\$11.4M**  
IN AVOIDED FUEL COSTS

**22,400**  
METRIC TONS OF GHG EMISSIONS AVOIDED

**31,000**  
METRIC TONS OF WASTE RECYCLED

**Key Environmental Performance Area:  
GREENHOUSE GAS EMISSIONS (FACILITIES)**

## RESULTS

In 2013, as part of the Green Portfolio Program, Pets at Home continued measuring and managing energy consumption in its stores and distribution centers. In absolute terms, GHG emissions from these sources combined increased 48%, compared to a 2008 baseline, primarily due to continued expansion in operations at both stores and distribution centers.

Over the same time period, efficiency has improved by approximately 24% (GHGs/square feet) at its distribution centers and improved approximately 8% (GHGs/square feet)<sup>1</sup> at stores. The improvements in efficiency at the distribution centers have helped Pets at Home to avoid nearly £802,000, or approximately \$1.2, in costs since 2008. Between 2009 and 2012, Pets at Home avoided more than 4,000 metric tons of GHG emissions from these facilities.<sup>1</sup>

### Pets at Home: Distribution Center GHG Efficiency (2008 Baseline)

Estimated Results	2009	2010	2011	2012	2013	Total
Avoided GHGs (metric tons) <sup>1</sup>	140	45	1,000	730	740	2,700
Avoided costs <sup>1</sup>	\$32,000	\$10,000	\$296,000	\$181,000	\$206,000	\$725,000
Change in productivity (GHGs/square feet)	-9%	7%	-31%	14%	-1%	-24%
Change in absolute GHGs	-9%	7%	43%	14%	-1%	57%

**Notes:**

- See [methodology section](#) for description of avoided and efficiency calculations.
- The total % change is aggregate change between the baseline year and the most recent year of data. All other % changes are expressed as year-over-year.
- Reported numbers are rounded and may not produce the same results when used to analyze percent changes or total impact.

Pets at Home: Store GHG Efficiency (2008 Baseline)

Estimated Results	2009	2010	2011	2012	2013	Total
Avoided GHGs (metric tons)	-1,500	610	2,100	-980	2,600	1,500
Avoided costs	-\$425,000	-\$242,000	\$302,000	\$50,000	\$816,000	\$502,000
Change in productivity (GHGs/square feet)	6%	-2%	-8%	3%	-8%	-8%
Change in absolute GHGs	17%	5%	3%	13%	3%	47%

Notes:

- See [methodology section](#) for description of avoided and efficiency calculations.
- The total % change is aggregate change between the baseline year and the most recent year of data. All other % changes are expressed as year-over-year.
- Reported numbers are rounded and may not produce the same results when used to analyze percent changes or total impact.

## ACTIONS

In 2013, Pets at Home achieved these results through the following practices:

- Nominated Green Paws Champs in each of its stores to educate other colleagues in-store on energy reduction and measures that can be taken to reduce consumption
- Engaged with Green Paws Champs on a regular basis with store energy performance figures captured through automatic meter reading (“AMR”) with advice on ways in which to bring down usage
- Rolled out LED lighting in all of its stores in the aquatic fish tanks

## FUTURE PLANS

Through 2014 and for 2015, Pets at Home is continuing to focus on improving the energy efficiency of its distribution centers and stores, with a focus on its stores, and is considering or actively implementing the following practices:

- Continuing to use AMR data to correct store set points, identify out of norm performers and measure ongoing performance
- Continuing to review the mechanical and electrical design of stores and trial new more efficient store design e.g. trial alternative high bay lighting options, in new stores
- Reviewing retro fitting lighting options in the chain
- Continuing with re-lamping of external signage at stores
- Replacing damaged worn out lights at the distribution centres with LED bulbs
- Targeting non-operational areas (eg toilet facilities) with LED lighting as part of capital spend
- Investigating decreasing input voltage to lighting by 10 volts (from 240V to 230V)

## Key Environmental Performance Area: GREENHOUSE GAS EMISSIONS (FLEET)

### RESULTS

In 2013, as part of the Green Portfolio Program, Pets at Home continued measuring and managing the efficiency of its distribution fleet. In absolute terms, GHG emissions from the distribution fleet decreased approximately 29% compared to a 2008 baseline. Over the same time period, efficiency improved by approximately 56% (GHGs/carton shipped). These improvements in efficiency have helped Pets at Home to avoid approximately £7.5 million, or almost \$11.4 million, in costs and almost 18,400 metric tons of GHG emissions since 2008.

#### Pets at Home: Fleet GHG Efficiency (2008 Baseline)<sup>1</sup>

Estimated Results	2009	2010	2011	2012	2013	Total
Avoided GHGs (metric tons)	900	2,600	3,800	5,200	5,900	18,400
Avoided costs (calculated through fuel consumed)	\$477,000	\$1,377,000	\$2,453,000	\$3,351,000	\$3,708,000	\$11,366,000
Change in productivity (GHGs/cartons shipped)	-12%	-22%	-16%	-18%	-6%	-56%
Change in absolute GHGs	-1%	-15%	-7%	-11%	1%	-29%

#### Notes:

- See [methodology section](#) for description of avoided and efficiency calculations.
- The total % change is aggregate change between the baseline year and the most recent year of data. All other % changes are expressed as year-over-year.
- Reported numbers are rounded and may not produce the same results when used to analyze percent changes or total impact.

### ACTIONS

In 2013, Pets at Home achieved its fleet results by implementing the following practices:

- Brought the delivery fleet in house to enable the fuel usage to be closely monitored
- Continued to improve delivery schedules for the expanding store estate

### FUTURE PLANS

Through 2014 and for 2015, Pets at Home will continue to focus on improving the efficiency of its fleet and is considering or actively implementing the following practices:

- Integrating new Warehouse Management System (WMS) to drive increases in cases per pallet (and reducing overspill kilometers)
- Optimizing schedules to mitigate impact of new stores on delivery routes
- Implementing telematics monitoring system (Microlise) that will enable more targeted driver analysis and training
- Reviewing trailer specifications to favour more aerodynamic designs
- Implementing a "balanced scoreboard" approach to replacement tractor unit strategy, encompassing fuel efficiency and carbon footprint

**Key Environmental Performance Area:  
WASTE REDUCTION (FACILITIES)**

**RESULTS**

In 2013, Pets at Home continued to focus on reducing and recycling waste from its stores and distribution centers. To measure the financial and environmental impacts of its improvements, it measured waste production and recycling rates against a 2008 baseline. Since 2008, Pets at Home has increased its waste produced in absolute terms by approximately 29%, while improving its waste efficiency by approximately 20% (tons of waste/cartons shipped) over the same time period. These improvements in efficiency have helped Pets at Home to achieve an overall financial impact of an estimated £1.2 million, or approximately \$1.8 million, by avoiding approximately 11,300 tons of waste and recycling more than 31,000 tons of waste since 2008. Pets at Home began tracking the revenue from recycled waste in 2011.

**Pets at Home: Facility Waste (2008 Baseline)<sup>2</sup>**

Estimated Results	2009	2010	2011	2012	2013	Total
Avoided GHGs (metric tons)	1,700	2,300	2,600	2,300	2,300	11,300
Avoided costs + recycling revenue (since 2011)	\$167,000	\$252,000	\$383,000	\$475,000	\$544,000	\$1,822,000
Change in productivity (tons waste/cartons shipped)	-21%	-6%	-1%	6%	2%	-20%
Change in absolute waste produced	-10%	3%	9%	16%	10%	29%
Absolute waste recycled (metric tons)	4,900	5,000	5,200	6,400	7,200	31,000

**Notes:**

- See [methodology section](#) for description of avoided and efficiency calculations.
- The total % change is aggregate change between the baseline year and the most recent year of data. All other % changes are expressed as year-over-year.
- Reported numbers are rounded and may not produce the same results when used to analyze percent changes or total impact.

**ACTIONS**

In 2013, Pets at Home achieved these results through the following practices:

- Introduced dry mixed recycling (DMR) in those stores that have both a vet and Groom Room in order to recycle the plastic bottles, cans, cardboard, paper and other dry general waste produced
- Worked with its service provider to divert 964 tonnes of waste to various treatment facilities, such as Refuge Derived Fuel where waste is shredded and bulk burned as an alternative to fossil fuels

## FUTURE PLANS

Through 2014 and for 2015, Pets at Home will continue its focus on recycling waste and is considering or actively implementing new programs, including:

- Re-tendering waste services to ensure target can be met
- Launching Green Paws at Support Office
- Sending all waste from Support Office to treatment centres

Pets at Home enrolled in the Green Portfolio Program in 2010 and is reporting results for the fourth time. Pets at Home's commitment to minimizing the impacts of its business on the environment dates back to 2003. For more information on Pets at Home's activities, please visit the company's website.

*Note: Reported numbers are rounded and may not produce the same results when used to analyze percent changes or total impact.*



1 In 2013, historic GHG calculations from facilities were recalculated using updated U.K. GHG emission factors. The results for prior years were recalculated using these ratios and thus may not be comparable to previously reported results.

2 Total value of waste recycled includes waste recycled in the baseline year of 2008, not shown.