



2021

Corporate Social Responsibility Initiatives

Updated September 2021

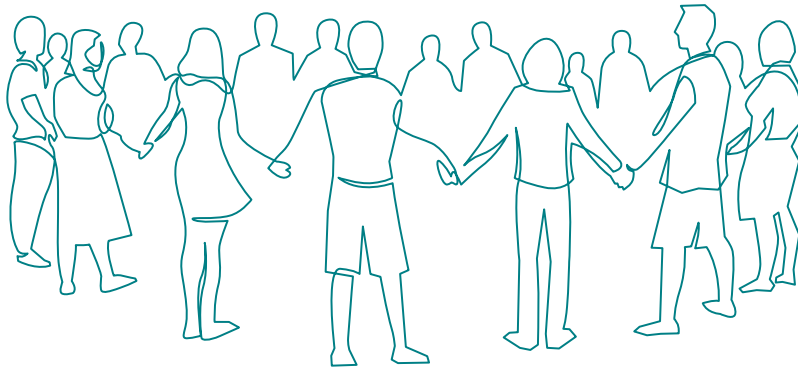


For the love of animals and the people who love them.

Across the globe, the veterinary and animal care industry is known for selflessly caring for those without a voice – the animals and pets that bring joy to our lives every day. Giving back, championing the environment, and ensuring everyone has a voice are important to NVA, not just as an organization, but as a community united in our why: “for the love of animals and the people who love them.”

Our 2021 Corporate Social Responsibility Initiative Report highlights our commitment to creating change that matters and outlines our actions that we believe will create value and opportunities for our community. United by our passion to improve the comfort and well-being of animals – our teams positively contribute to our world through local giving, championing emotional and mental wellness, creating inclusion, and building environmental sustainability.





Our community is dedicated to:

DIVERSITY, EQUITY AND INCLUSION

The veterinary profession proudly boasts a significant population (70%) of female veterinarians. However, it falls behind in ethnic diversity. Through scholarships, mentorships, internships, and externships, NVA is working to increase our industry's diversity and, more importantly, ensure that everyone feels a sense of belonging and acceptance.

MENTAL AND EMOTIONAL WELL-BEING

Compassion fatigue and high suicide rates plague professionals in our industry. NVA has developed programs to ensure our veterinarians and their teams prioritize their own mental and emotional well-being.

LOCAL GIVING

With over 1,300 hospitals and pet resorts across five countries supporting over 3,700 local charities, NVA believes the biggest impact we can make is through giving to the local community. Every hospital and pet resort is empowered and encouraged to work with local charities, pet rescues and neighborhood organizations.

ENVIRONMENTAL RESPONSIBILITY AND SUSTAINABILITY

We are starting our journey to scale climate and environmental friendly practices. We are committed to step-changing our efforts in reducing greenhouse gas emissions and identifying and managing climate risks and opportunities in our business.

Diversity, Equity & Inclusion.



70%
WOMEN

DRIVING GENDER DIVERSITY

Women constitute 70% of US veterinarians. Within NVA, women represent 85% of our teams. Dedicated to gender diversity, NVA recently launched an internal Women's Leadership program and affinity group to ensure we give our up and coming female leaders support to grow and thrive at NVA.

CHAMPIONING ETHNIC DIVERSITY.

90%
WHITE

2%
HISPANIC

1%
BLACK

The veterinary industry struggles to attract an ethnically diverse workforce

There is a problematic lack of ethnic diversity across the veterinary industry, which is regarded as one of the least diverse professions in the U.S. Recent AVMA data on the population of veterinarians in the U.S. shows that less than 10% of veterinarians are non-white. As minorities continue to represent a higher percentage of the American population, research has found that increasing numbers of veterinary students from unrepresented minority groups will still fall proportionally below those of the overall U.S. population.

Developing comprehensive strategies for lasting change

The stark ethnic disparities in our industry are not a recent revelation. Many issues have prevented the veterinary industry from becoming more diverse, such as a lack of access and exposure to veterinarians at an early age - particularly among children who live in urban or low-income areas - in addition to the high cost of veterinary school and the inability for some to meet the prerequisite requirements for clinical hours.

For the veterinary industry to address the ethnic disparities in veterinary and vet technician jobs, while also meeting the changing needs of pet owners and increasing demand for care, there must be a commitment to lasting change. Organizations must recruit, encourage, mentor, assist, motivate and support minorities and people of color to enter the field of veterinary medicine.

NVA is committed to leading this change.

Education to affect change:
Our community team launched an educational website helping our teams better understand the Black experience to help start conversations and prompt change.



PLEDGING \$110K IN MINORITY STUDENT SCHOLARSHIPS

Deeply committed to change, NVA has pledged \$110K in DVM and veterinary technician scholarships. Our goal is to ensure our organization and the animal healthcare industry at large better represent the communities and clients we serve. A key area of focus for our diversity, equity, and inclusion programs is increasing representation from the Black community. NVA is proud to advance diversity in veterinary medicine with the creation of scholarship programs at Florida A&M University and Tuskegee University, both historically Black universities.

INSPIRING AND ASSISTING TODAY'S YOUTH & VETERINARY COLLEGE STUDENTS.

This Is How We "ROLE." - NVA is a proud sponsor of the Purdue University School of Veterinary Medicine's "This is How We ROLE" program for elementary school children. Through fun, interactive games and books, unrepresented children can learn about the vast world of veterinary medicine.

VetUp! - We also started sponsoring Purdue's VetUp! D.V.M Scholars program which provides opportunities for educationally or economically disadvantaged D.V.M degree students. In 2021, 18 VetUp! students successfully completed internships at NVA animal hospitals working alongside seasoned NVA veterinary professionals.

SUPPORTING OUR RISING VETERINARY TALENT WITH MENTORSHIPS AND CAREER OPPORTUNITIES.

PrideVMC - Our commitment to diversity, equity, and inclusion does not stop with our youth. Our partnership with PrideVMC (Veterinary Medical Community) supports our shared mission to create a better world for the LGBTQ+ veterinary community by fostering acceptance and inclusivity across the industry.

Vet Technician Program - Our partnership with Penn Foster College offers veterinary assistants and technicians the opportunity to become credentialed through online education. Through this program, we can help to ease the financial burden for hundreds of professionals through tuition support as well as full scholarships.

BlackDVM - We proudly partner with the BlackDVM network to foster a community of veterinary leaders through mentorships and career opportunities for underrepresented minorities. BlackDVM is one of the fastest-growing organizations for change in the veterinary industry.

Inaugural intern class resulted in 72% of interns offered continuing roles.



For the love of animals and the people who love them.

CARING FOR OTHERS, REQUIRES CARING FOR YOURSELF.

Compassion fatigue and high suicide rates plague the industry

Our industry faces a severe mental health crisis. According to the Centers for Disease Control (CDC), one in six veterinarians has considered or attempted suicide, and one in 10 suffers from severe psychological distress. Other threats to animal care professionals' mental health and well-being include the staggering rate of student loan debt, depression, anxiety, compassion fatigue and new stressors related to COVID-19.

Improving the well-being of the profession

NVA invests in the mental and emotional well-being of our people and industry colleagues. Our signature wellness programs teach our people the skills they need to cope with compassion fatigue and thrive in the caregiver role.



At NVA, we have a team led by our Chief Community Officer that is dedicated to improving the mental and emotional health of animal caregivers. The team provides essential support for community wellbeing through specific programs, which include:

Health of the Healers retreat:


Animal caregivers attend a four-day retreat, learning how to prioritize their emotional and mental health so they can support themselves and others. They learn emotional skills like reframing emotional thinking, emotional self-care techniques, and making peace with what can and cannot be controlled.

Connect retreat:

During this retreat, our pet resort leaders and veterinary technicians learn well-being practices and leadership skills such as conflict resolution, building teams, communicating effectively, and ways to thrive in life and business.

AVMA partnership on suicide prevention:

We partnered with the American Veterinary Medical Association's My Veterinary Life podcast to share a four-part series on personal well-being. Featuring our Chief Community Officer, the episodes explore several critical topics, such as understanding the whole person, emotional intelligence, culture and life filters. To date, this series has over 3,000 downloads.

 **3K people downloaded NVA's wellness Pawcast:**

In 2020, we produced a series of podcasts to share wellness practices such as breathing and mindfulness techniques and exploring our spiritual selves. We also published articles, blog posts, and inspiring messages to encourage the veterinary community and others to prioritize their mental and emotional health.

Access to mental health professionals:

NVA offers a company-sponsored mental health program that provides weekly access to a licensed therapist. With this program, animal care workers can connect with mental health professionals to help cope with life and occupational stress.

Strengthening our local communities.

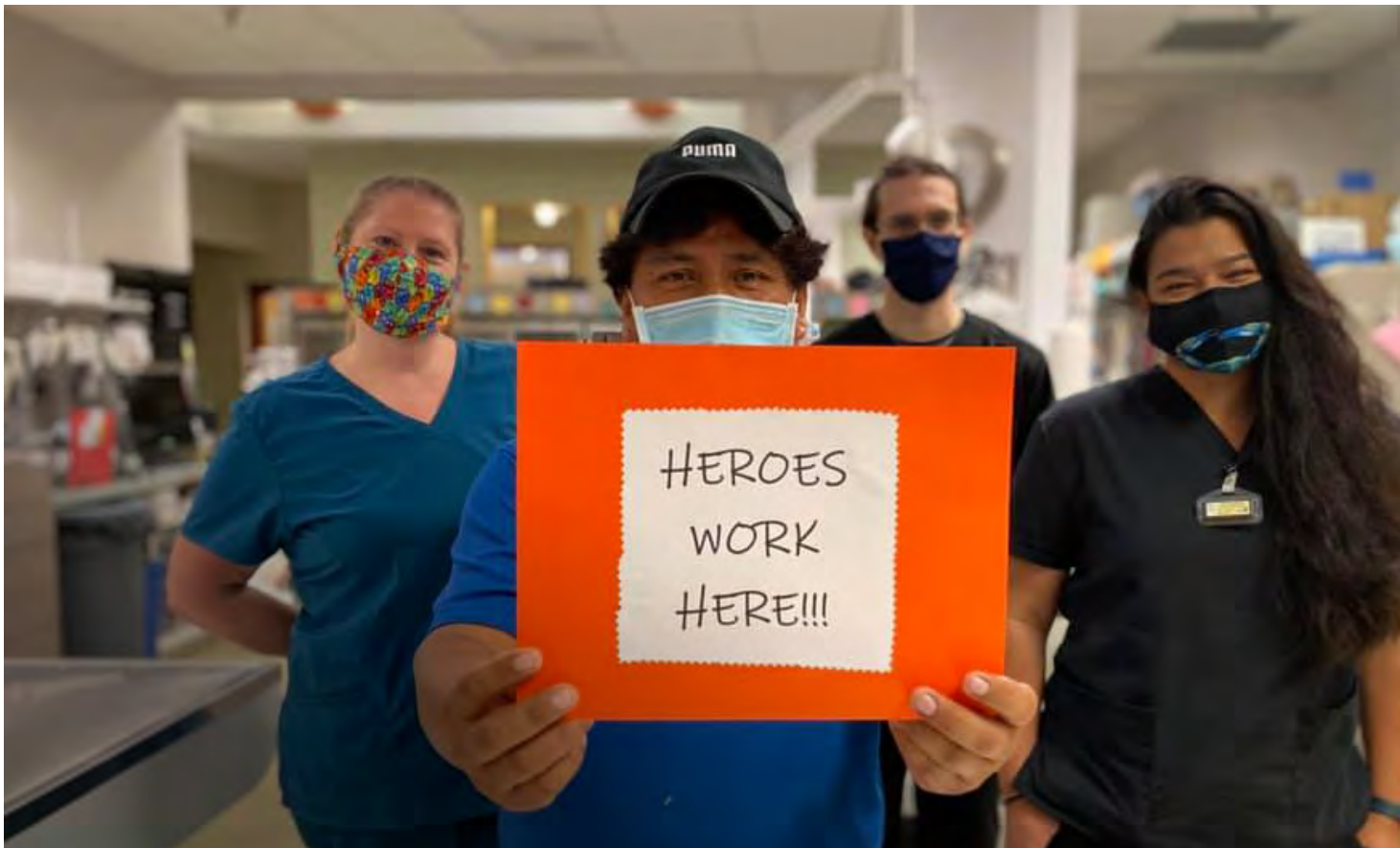
1,300 animal care practices supporting over **3,700** local charities

A DEEP COMMITMENT TO THE COMMUNITIES WHERE WE LIVE AND WORK.

With more than 1,300 general practices, equine hospitals, specialty and emergency hospitals and pet resorts, and nearly 25,000 staff members, our people are empowered to support the local causes they are most passionate about. We help and strengthen our local communities through philanthropy, year-round volunteerism, and action when disaster strikes.

Providing support and care when and where we're needed the most

Although the love of animals is universal, the care needed by communities can vary, ranging from partnering with local animal rescues to helping kangaroos and koalas during the Australian wildfires. The staff at our locally-empowered hospitals and pet resorts collectively contribute thousands of hours of their personal time volunteering for community outreach opportunities in order to directly impact those around them.



Helping in the time of crisis:

LOCAL RESCUES.

Our pet resorts and hospitals donate thousands of collective hours supporting local community animal rescues by giving in-kind service, finding pets forever homes, and supporting the volunteers themselves. Every day these stories of care and hope unfold at our hospitals. Such as the story of Angel, a dog without a home. Angel was found by a client on a dark road starving, exhausted, and covered in mites. When she arrived at our Roanoke Animal Hospital, she could barely walk. Angel spent the next three months with the hospital undergoing daily treatments. After six months, she was finally healthy and found her new, forever home.



ANGEL FUND.

**\$83,090 TO HELP
THOSE WHO
NEED HELP**

Through our Angel Fund program, NVA aids families who need financial assistance to ensure their pets can get the care they need. The Angel Fund is supported by fundraising efforts and donations from our clients, community members, and staff.

BLOOD DRIVES.

**HELPING PETS WHO
NEED IT MOST**

Just like people, pets sometimes require life-saving blood transfusions. If a dog or cat is injured, needs surgery, or is fighting a blood illness, having donations at the ready can make all the difference. Many of our hospitals work proactively with their communities to ensure these demands are met.

AUSTRALIAN WILDFIRES.

VetPartners, our Australian company, came together in response to the devastating fires in January 2020 that killed or displaced nearly three billion animals. Our locations raised over \$145,745.00, including a matching company donation of \$97,163.84.



NVA CARES: CARING FOR PEOPLE IN THE FACE OF DISASTER

When environmental disasters strike, they have a devastating impact on the people we care deeply about. NVA Cares is an employee relief program designed to help our staff and their families facing financial hardship after suffering a major life event caused by an environmental disaster such as a fire, drought, earthquake, flood, hurricane, or landslide. Through NVA Cares, we work to ensure the safety and security of our team members and their families' and offer immediate, short-term financial support. Most recently, we have supported staff affected by the California Wildfires, Hurricane Ida, and several other devastating events.



RAISED \$624,000

APPROVED 39 GRANTS THROUGH 3Q 2021 HELPING PEOPLE THROUGH THE ARIZONA WILDFIRES, HURRICANE IDA AND WINTER STORMS.

GIVING BACK DURING THE COVID PANDEMIC.

This year has been challenging for many families around the world. As communities struggled with record unemployment, food insecurities, and the impact of COVID-19, our staff came together to help meet some of those needs. Through collective efforts, the people of NVA fundraised, collected, and donated food, money, clothing, books, and other essentials for individuals and families in their local communities. Together, our teams have contributed thousands of service hours to support the people in their local communities.



SUPPORTING VETERANS & THEIR CANINE COUNTERPARTS.

Military Working Dogs. Many of our hospitals participate in American Human's War Dog Program. After loyal service to their country, military dogs who require specialty or emergency care can receive medical treatment at no charge. Our doctors and technicians donate their time to provide the best care to these extraordinary, hardworking dogs.

U.S. Army PaYS Program. We're proud to work with the Partnership for Youth Success (PaYS) Program, to help soldiers pursue careers after serving in the Army. We guarantee interviews and possible employment through PaYS efforts to connect our businesses with talent and potential of those who have served. The program builds opportunities for the nation's youth to serve their country now, connecting them to a bright future later.

Environmental responsibility and sustainability

COMMITTING TO IMPROVING THE WORLD AROUND US

At NVA, we believe that all our hospitals and pet resorts play a role in protecting our environment. We are committed to developing responsible environmental protection practices across all our operations to benefit the health of the pets we serve, our clients, staff, and communities. With more than 1,300 hospitals and pet resorts stretching across the U.S., Canada, Australia, New Zealand, and Singapore, improving our environmental sustainability will make an enormous impact.



We are starting our journey to scale climate and environmentally friendly practices. We are committed to step-changing our efforts in reducing greenhouse gas emissions and identifying and managing climate risks and opportunities in our business.

OUR APPROACH TO POSITIVE CLIMATE AND ENVIRONMENTAL STEWARDSHIP INCLUDES:

Conserving energy by adapting paperless processes for pet patient registration and records

Encouraging our staff to adopt green practices at work and home

Using recycled materials and energy-efficient equipment

Designing energy efficient construction and renovations



In summary...

Our 2021 Corporate Social Responsibility Initiative Report reflects our commitment to creating change that matters. Via our passion for what unites us, our love of pets and the people who love them, our teams drive lasting change that benefits communities through local giving, championing emotional and mental wellness, creating inclusion, and building environmental sustainability.

