



# **b**good **b**caring **b**here

Here for pets, our communities, society and each other.

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CORPORATE SOCIAL RESPONSIBILITY HIGHLIGHTS **2019**



## WHY WE ARE HERE

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Banfield is here for preventive care.

And to live our purpose: A BETTER WORLD FOR PETS®.

To put our principles into action and serve those who need it most.

To inspire current and future generations of veterinary professionals.

To support and scale the work being done by shelters and rescues.

With **love.**

With **compassion.**

With an **emphasis on quality,**

**responsibility,**

And **mutuality.**

By focusing on the wellness of our people and the profession, the wellness of pets and communities, together, we will be there for every paw and every purr.

Banfield is here to give back.

**To you.**

**Your pets.**

**Your community.**

**Banfield is here for good.**

“The relationship between our organizations is a perfect example of a strong strategic partnership. Thank you for making us better together.”

– Humane Society of Southwest Washington

“Banfield arrived with an army of staff, a mountain of supplies and the most amazingly empathetic, kind hands and hearts.”

– Paws Crossed Animal Rescue

“We could not have asked for a better gift.”

– SPCA Florida

“I am proud to work for a company that is generous in giving back – a company that allows me to work in support of a purpose.”

– Paula, Banfield Pet Hospital Credentialed Veterinary Technician

“At Banfield, we never take for granted that pets, people and society are all connected. I’m proud of how we extend care into our communities, aiming to be a beacon for how companies ought to behave.”

– Brian Garish, Banfield Pet Hospital president

“Delivering free care to shelter pets reminds our 5-year-old selves why we wanted to be veterinarians so long ago and builds a strong team culture of service.”

– Rebecca, Banfield Pet Hospital Veterinarian

“Being able to help those in financial need in our community is such an amazing feeling! It makes our jobs that much more rewarding and assures us we are part of a company that really cares about giving back to those in need.”

– Morgan, Banfield Pet Hospital Shift Lead

“Brandy is a great support dog for me and because of Banfield’s financial assistance we can continue to share our love!”

– HOPE Funds client

“I know we are committed to helping others in need, and that makes this big company feel like a family.”

– Jessica, Banfield Pet Hospital Credentialed Veterinary Technician

“Nobody knows what an animal means to a veteran, except that veteran. My dog is the main reason I get up in the morning, and I’m so thankful to Banfield for this care.”

– Preventive Care Clinic client



## IT'S OK TO ASK

To achieve our purpose – A BETTER WORLD FOR PETS® – we feel a responsibility to make a better world for the people who care for them. We know the veterinary profession is contending with very real mental health issues, and that one in six veterinarians have considered suicide.

Banfield Pet Hospital responded by developing a first-of-its-kind training called “ASK Assess, Support, Know,” designed specifically to help veterinary professionals recognize and support those experiencing emotional distress and suicidal thoughts, including how to connect them to professional support. The training has been endorsed by the American Foundation of Suicide Prevention and RACE approved for continuing education. We closed schedules at all 1,000+ Banfield hospitals to facilitate an interactive mental health and wellbeing training for our associates.

And, Banfield made the “ASK” training available as a free resource for the entire veterinary profession and all U.S. veterinary colleges.

For more information, visit: [ASKAssessSupportKnow.com](https://www.banfield.com/ASKAssessSupportKnow.com).



Photo Credit: Cameron Browne



## TOGETHER FOR OUR PEOPLE AND THE PROFESSION

Programs to reduce student debt, provide skilled volunteer opportunities and support associates during the worst of times help cultivate a better future for all Banfield associates.

STUDENT DEBT RELIEF  
**\$5,444,533**

contributed toward helping our veterinarians pay off their student loans

BANFIELD PET ACADEMY  
**11,871**

children educated about veterinary careers

BETTER TOGETHER FUND  
**\$19,970**

awarded to associates impacted by disasters or domestic violence



A veteran in Portland, Oregon, is all smiles after receiving free preventive care for his two dogs.

Photo Credit: Jeff Hinds

## ALL FOR ONE AND CARE FOR ALL

Every loving pet owner shares the same special bond with their dog or cat. It's a bond we and the Banfield Foundation want to preserve, regardless of pet owners' financial circumstances. At more than 40 community clinics across the country, Banfield associates volunteered to provide free preventive care to low income and homeless pet owners, while the foundation covered the cost of medicine and supplies. In 2019, more than 8,800 pets and people benefited from this collaboration.

**8,800 Pets and People  
Helped through  
Preventive Care Clinics**

## KEEPING HOPE ALIVE

Qualifying pet owners who can't afford the cost of lifesaving emergency care for their pet may find assistance through our Helping Overcome Pet Emergencies (HOPE) Funds program.

**\$261,747**  
Awarded through  
HOPE Funds

## LOVE IN EVERY LANGUAGE

As a practice, we are committed to building a culture of inclusion and diversity for our associates and our clients. We know language proficiency can be a barrier to veterinary care. That's why starting in 2019, the millions of clients who call or visit any of Banfield's more than 1,000 hospitals in 42 states, Washington, D.C., and Puerto Rico, have been able to receive over-the-phone interpretation services in 350 languages.



**Interpretation  
Services in 350  
Languages**



Photo Credit: Beth Brinston

## MAKING PET WISHES COME TRUE

When children facing critical illnesses make a pet-related wish through Make-A-Wish®, Banfield provides a one-year Optimum Wellness Plan® and organizes a VIP first appointment, complete with red carpet.

**30**  
Wishes Granted

# SIT. STAY. SERVE.

Through the Mars Volunteer Program, Banfield associates volunteer at practice-sponsored activities and events. From renovating local dog parks to providing preventive care to vulnerable pets – and everything in between – we impacted more than 172,000 pets and people across 175 cities in 2019. Banfield has set our sights on cumulatively serving one million pets and people through volunteer efforts by the end of 2020.

**172,890 Pets and People Impacted Across 175 cities**



Banfield associates, including president Brian Garish (center) flex their superpowers during a Mars Volunteer Program project.  
Photo Credit: Cameron Browne

## OPENING HOSPITALS AND HEARTS

With each new hospital opening, Banfield donates three days of free veterinary care for local shelter pets to help increase their potential for adoption. In 2019, the total value of veterinary services provided through the program eclipsed the \$1 million milestone since it's 2016 inception.

**\$523,928**  
Value in Services Provided

## MORE ROOM TO RESCUE

After hospital renovations, any usable kennels are donated to local shelters and rescue organizations, helping them expand their important work to more pets in need.

**767**  
Kennels Donated



Photo Credit: Cameron Browne

## BARKING UP THE RIGHT TREE

Banfield's sustainability journey continues with the addition of electronic invoices and checkout paperwork instead of printed receipts for clients. In 2019, 1.2 million visits resulted in electronic delivery of medical records. If all clients opted to go digital, Banfield could save up to 80 million sheets of paper per year – nearly 10,000 trees!

In addition, we continue to minimize our environmental impact through such efforts as investing in LED lighting in our hospitals, responsibly disposing of sharps and donating thousands of pounds of excess food from our headquarters' cafeteria to a local nonprofit serving vulnerable families.



Photo Credit: Cameron Browne

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## Things to Know About the Banfield Foundation

Banfield’s charitable arm, the Banfield Foundation, celebrated its fourth anniversary this year and shares our purpose: A BETTER WORLD FOR PETS®. The foundation scales this important work by awarding grants to nonprofit organizations across the country. Donations to the Banfield Foundation fund the inspiring work featured here – and beyond!



Photo Credit: Seth Casteel

### TOTAL IMPACT

In 2019, the Banfield Foundation awarded \$2,436,909, impacting 2,536,807 pets through grants in all 50 states, as well as Washington D.C., and Puerto Rico.



Photo credit: Stephen Brashear/AP

### SAFER TOGETHER

Millions of domestic violence victims stay in abusive situations because they fear for the safety of their pet, yet less than 10% of domestic violence shelters allow pets. In 2019, the foundation committed \$1 million through its Safer Together® program to increase safe shelter for people and pets and joined forces with pro football champion, Russell Wilson, on a Public Service Announcement to raise awareness of the link between domestic violence and animal abuse.



Photo Credit: Hector Navarro for VIDAS

### SPAYATHON FOR PUERTO RICO

Established by the Humane Society of the United States in the aftermath of Hurricane Maria, Spayathon™ for Puerto Rico helped nearly 25,000 pets receive more than 58,800 vaccinations in 2019 thanks to a grant from the Banfield Foundation. The goal of this initiative is to spay, neuter and vaccinate more than 85,000 dogs and cats on the island between 2018 and 2021.



Photo Credit: Dr. Steven Dick

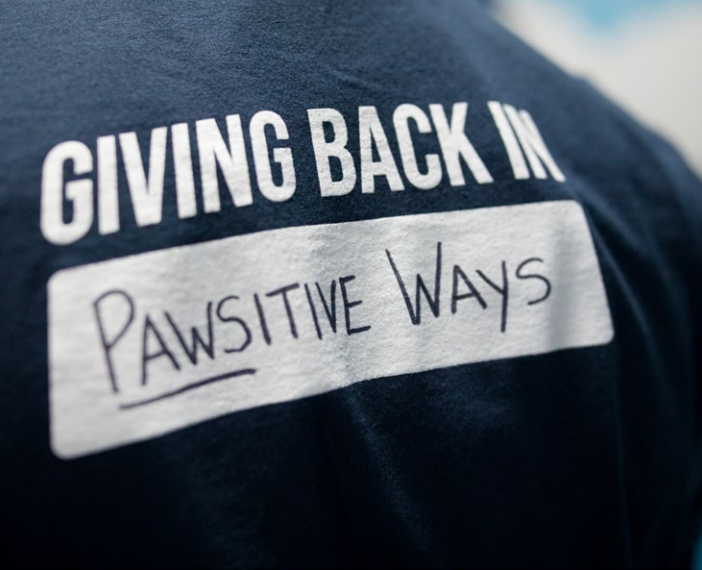
### CARE KNOWS NO BOUNDARIES

Care Knows No Boundaries (CKNB) launched in 2019 to help ensure every pet has access to quality care, regardless of their circumstance – or location. CKNB provides grants to U.S.-based Mars veterinarians and credentialed veterinary technicians at Mars who volunteer globally to provide care to vulnerable pets.

Herman, a beneficiary from a Veterinary Medical Equipment Grant to the Arizona Animal Welfare League, not only has adapted to life as a blind dog but now thrives.

Photo Credit: Seth Casteel





TO LEARN MORE, VISIT US ONLINE AT:  
[Banfield.com/Community](http://Banfield.com/Community)  
[BanfieldFoundation.org](http://BanfieldFoundation.org)



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