

**HERE
TO**

**GIVE
BACK**



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A 2017 REPORT FOR THE BANFIELD FOUNDATION IS ENCLOSED AND ACCESSIBLE AT THE END OF THIS BOOKLET.



Banfield president Brian Garish (left) joins chief medical officer Daniel Aja, DVM, and associate Lauren Thompson at a volunteer event in Portland, Oregon.
Photo Credit: Cameron Browne

LETTER FROM THE PRESIDENT

DEAR BANFIELD CLIENTS, ASSOCIATES & STAKEHOLDERS,

In our field, giving back comes naturally. People who choose veterinary medicine have a passion for helping those that can't help themselves. We're not just here to prevent and treat illness, we're here to give back to pets, people, communities and each other to ultimately live our purpose: A BETTER WORLD FOR PETS.

In 2017, Banfield grew as a company and as a corporate citizen. We expanded into new areas, opening our 1,000th hospital on a hot August day in Tennessee. We provided much-needed veterinary care and supplies, as well as volunteer services, to animal welfare organizations, communities, people and pets in need. We invested in our associates and continued to use our resources, reach and relationships to work to strengthen the broader veterinary profession.

Banfield Foundation® also grew this year, increasing the number and types of grants offered, thanks to generous donations given via PIN pads in Banfield hospitals and direct contributions. In September, we celebrated the foundation's second anniversary, and along with it, dozens of new stories of pets helped by the selfless contributions from inside and outside of our organization. In fact, support from the Banfield Foundation was at the heart of our disaster relief efforts this year in the aftermath of Hurricanes Harvey, Irma and Maria, and the devastating wildfires in California.

Our Banfield associates continue to inspire me every day with a dedication to quality and service that extends outside the workday and beyond our hospital walls. Their passion for helping people and pets made the difference in earning Banfield the Points of Light Civic 50 award this year, which honors America's 50 leading community-minded organizations. Their passion for supporting one another continued via the Banfield Better Together Fund™, a fund established to provide financial assistance to our associates in the event of natural or man-made disasters.

This report is only a snapshot of remarkable growth and action at Banfield, and the stories are just a few of the reasons it is so gratifying and humbling to work alongside our team. Next year will bring new challenges and new opportunities. And we'll be here, just as we have been over the past 60 years, for the pets, people and communities that need our support, and for the profession we all love.

Thank you all for your support.

Sincerely,



Brian Garish

president, Banfield Pet Hospital



ABOUT BANFIELD PET HOSPITAL

Everything we do at Banfield is in support of our purpose: A BETTER WORLD FOR PETS. We share a common goal of providing high-quality preventive health care for every pet we treat, and partnering with every pet owner to help ensure they have the resources they need to care for their pets. We recruit associates who are passionate about veterinary care and support them in continuing to develop and apply their skills throughout their careers with Banfield. We strive to be good partners in the communities we serve, to donate our skills and resources where they're needed most, and to help educate families and future veterinarians about the importance of pet care and wellness.

We are here for pets and for the people who care for them. We are here for the communities that need our support. We are here for our people and for the veterinary industry as a whole. We are here to give back.

CSR MISSION

TO USE OUR UNIQUE REACH, RESOURCES AND RELATIONSHIPS TO IMPROVE THE WELL-BEING OF PETS, OUR PEOPLE AND THE VETERINARY PROFESSION.



WELLNESS OF PETS

Champion preventive care

Elevate the power of the pet-human bond

Provide disaster relief for pets



WELLNESS OF COMMUNITIES

Strengthen the pet welfare community

Promote environmentally responsible operations

Be a good neighbor



WELLNESS OF OUR PEOPLE AND OUR PROFESSION

Enhance the well-being of our Banfield community

Help safeguard the future of the veterinary profession

Increase the overall quality of veterinary care

FOUNDED IN:

1955

AS A SINGLE
COMPANION ANIMAL
PRACTICE IN
PORTLAND, OREGON

TODAY, WE ARE THE
LARGEST GENERAL
VETERINARY PRACTICE
NATIONWIDE



Banfield
PET HOSPITAL

BANFIELD
IS PART OF
MARS,
INCORPORATED
AND HAS A
STRATEGIC
PARTNERSHIP
WITH
PETSMART®

IN 2017 OUR HOSPITALS
AND ASSOCIATES CARED FOR
**3.1 MILLION DOGS,
767,500 CATS AND
SUPPORTED 13.5 MILLION
PET VISITS**

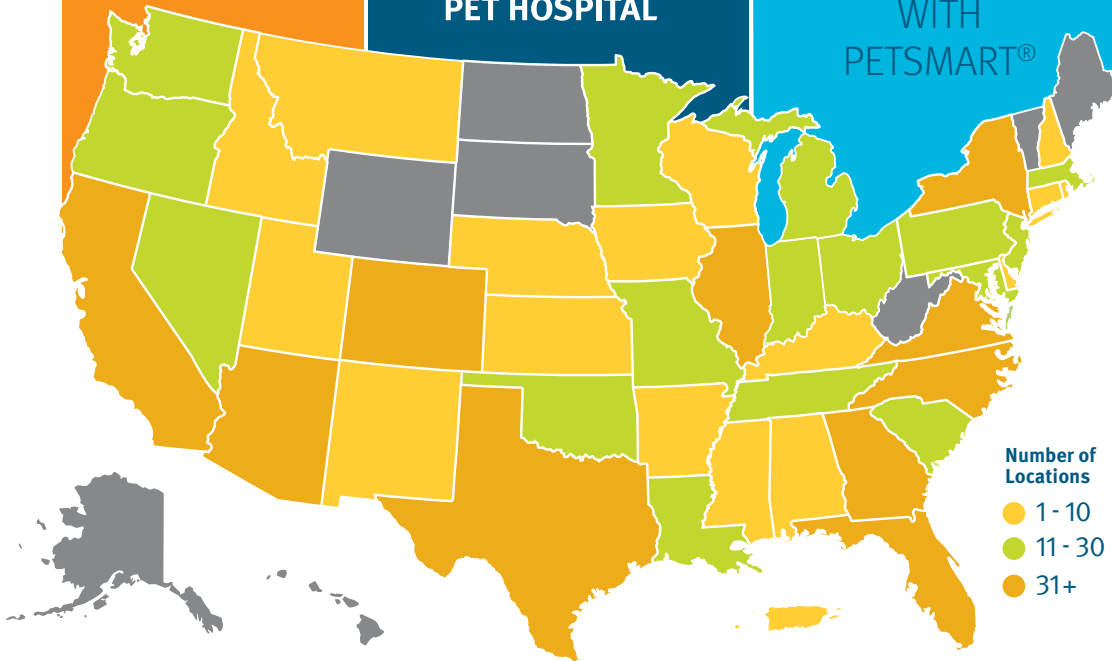
MORE THAN
1,000 HOSPITALS IN **42**
STATES

WASHINGTON, D.C. AND
PUERTO RICO

MORE THAN
3,500
VETERINARIANS

MORE THAN
17,000
ASSOCIATES

MORE THAN
22,400
ASSOCIATE VOLUNTEER
HOURS IN THE COMMUNITY



Number of
Locations

● 1 - 10

● 11 - 30

● 31+

BANFIELD FOUNDATION TURNS TWO!

We believe every pet deserves access to veterinary care, but we also know there are vulnerable pet populations that can't get the care they need without help. We're here for those pets — today more than ever, thanks to the generous support of our donors, clients and associates.

It's been two years since we launched the Banfield Foundation, a 501(c)(3) nonprofit dedicated to improving the well-being of pets, communities and the science of veterinary medicine. During that time, we've helped more than 341 organizations ensure vulnerable pets are sheltered and given veterinary care. We've mobilized in the aftermath of hurricanes, fires and

floods to support pets that were abandoned or lost. Our support has extended to every state in the country, as well as to Washington, D.C., and Puerto Rico. Just this year, the foundation awarded grants totaling \$2,134,977 to 268 nonprofits. With the generous support of our donors, we expanded the number and size of our grants and launched a new Veterinary Medical Equipment Grant to help nonprofits fulfill their missions.

Together with our clients, donors and associates, we've impacted the lives of nearly 422,774 pets and counting.



HERE
FOR PETS

In everything we do, our goal is to improve the opportunities pets have to live happy lives in loving homes. That's why, in addition to treating pets that come through our hospital doors every day, we strive to help people understand the bond they share with companion animals and the role they play in keeping pets healthy.

Even when they're not working in our hospitals or headquarters, Banfield associates dedicate time to helping pets live better, in both the best and worst of times. This year, our associates stepped up to support impacted communities in the critical days and weeks following Hurricanes Harvey, Irma and Maria, and the California wildfires. These unprecedented natural disasters created challenges for thousands of pets and the people who love them. At Banfield, we were honored to work with partner organizations and take what may have been the worst day and make it even a little bit easier.

DISASTER RELIEF FOR PETS

Banfield associates are deeply involved in the communities in which they live and work. We believe pets are an integral part of healthy, happy communities, and we want to make sure people and pets have access to quality care when they need it most. When communities are affected by a natural disaster, or when they need support to handle serious cases of animal hoarding or cruelty, Banfield feels those impacts – sometimes in very personal ways – and we want to help.

We support a range of efforts focused on rescuing and caring for family pets that have had their health and safety compromised by a natural or man-made disaster. Banfield provides supplies and medications to enable veterinary response, and we also give our time. Our associates volunteer in communities recovering from hurricanes, wildfires and other disasters, so pets needing emergency shelter or medical attention are cared for until they can return home.

This year, Banfield supported efforts related to disasters in Texas, Florida, Puerto Rico and California, providing care and veterinary supplies to pets in communities devastated by Hurricanes Harvey, Irma and Maria, and by wildfires.



Veterinary technician Edwin Nieves-Puello, CVT, cares for Bennet, one of more than 2,000 pets in Puerto Rico to receive free care at Banfield Pet Hospital after Hurricanes Irma and Maria.
Photo Credit: Javier J. Freytes/FG Photo Agency

DISASTER RELIEF EFFORTS BY THE NUMBERS:

8,154

ASSOCIATE HOURS
VOLUNTEERED

9,734

PETS IMPACTED

\$23,216

WORTH OF MEDICINE DONATED
TO TEXAS NONPROFITS

\$87,500

IN BANFIELD BETTER TOGETHER FUND
GRANTS GIVEN TO IMPACTED ASSOCIATES

Dr. Jacquelyn Schrock (left), medical director, and Dr. Kristin Kocsis help organize donated medical supplies during Hurricane Harvey disaster relief efforts at the NRG Stadium in Houston, Texas.

Photo Credit: Woodallen Photography

Foundation Highlight

Helping Communities Affected by Hurricanes Harvey, Irma and Maria

The summer of 2017 ended with a series of devastating storms and hurricanes that left several U.S. states and territories in desperate need of help. First, Hurricane Harvey caused extreme flooding and storm damage in Houston, Texas, and surrounding areas. Hurricane Irma followed, sweeping through Florida – from Miami all the way to Jacksonville – causing storm surges and flooding, power outages and structural damage to homes and buildings across the state. Then, Hurricane Maria pounded the island of Puerto Rico, destroying homes, businesses and critical infrastructure.

Together with the Banfield Foundation, Banfield mobilized its resources to help people and pets affected by the hurricanes, sending supplies and volunteers to offer quality veterinary care for pets needing shelter and medicine. More information about these efforts, including stories from Texas, Florida and Puerto Rico, can be found in the Banfield Foundation's 2017 Impact Report.

Helping Pets in Puerto Rico

Following Hurricanes Irma and Maria, Puerto Rico faced one of its worst crises in history. Banfield reopened two of its four hospitals on the island within days and began providing free care to all pets. Pet owners immediately responded, lining up at the hospitals as early as 5 a.m. to ensure their pets were treated. Banfield Foundation also quickly partnered with local Puerto Rico organizations and donated \$60,000 in grants and nearly \$50,000 in medication.

In roughly nine weeks, Banfield provided care to more than 7,000 pets on the island. Veterinarians administered thousands of tests for leptospirosis, much-needed vaccines and flea and tick prevention.



Photo Credit: Javier J. Freytes/FG Photo Agency

Foundation Highlight

Supporting Shelters in Damaged Communities

Animal shelters can feel the effects of natural disasters particularly hard. Many do not have the resources to handle the range of potential impacts — from the influx of displaced pets needing shelter and care, to shortages of critical supplies and damage to their facilities. In addition to supporting veterinary disaster response, the Banfield Foundation also provides grants directly to animal welfare organizations that have been impacted by a disaster or that are providing disaster relief. Since inception, the foundation has awarded \$791,954 in disaster relief grants helping 32,513 pets. In 2017 alone:

36

GRANTS AWARDED

\$533,374

IN TOTAL GRANT VALUE

\$40,176

IN FLEA AND TICK PREVENTION

\$493,198

IN DISASTER RELIEF GRANTS

16,679

PETS IMPACTED FROM DISASTER RELIEF
THROUGH THE FOUNDATION

Hope After Hurricane Harvey

Local shelter Austin Pets Alive! was among the first to receive a Banfield Foundation Disaster Relief Grant, which provided funds to support the intake of and veterinary care for 760 pets displaced by Hurricane Harvey. Many of the pets rescued were sick and injured, and several pets were ready to have a litter of their own. Teaming up with Banfield Pet Hospital associates, pets received a thorough exam, were scanned for microchips, and were given vaccinations, food and water. Ultimately, the funding helped ensure each pet was safe and ready for adoption. In total, the Banfield Foundation provided more than \$160,000 in Hurricane Harvey support, including flea and tick preventive. And thanks to our generous donors, all the pets we helped received the shelter, veterinary care and compassion they deserved.



Photo Credit: Jennifer Ramos



Associate Jennifer Hutchings gives a pet some love during Hurricane Harvey disaster relief efforts at Austin Pets Alive! in Austin, Texas.
Photo Credit: Jennifer Ramos



Foundation Highlight

Keeping Emergency Veterinary Care Mobile

For years, the Banfield Foundation has helped fund American Humane's Northeast rescue truck, a mobile veterinary unit that enables veterinary volunteers, including Banfield associates, to provide on the ground support and emergency care for communities affected by natural disasters. Inspired by the impact of the Northeast rescue truck, the Banfield Foundation expanded its funding this year to include another American Humane rescue vehicle, this one based in Los Angeles. American Humane's newest rescue truck will be dedicated to helping safeguard animals on the West Coast.

The foundation also provided a grant to Texas A&M's Veterinary Emergency Team (VET) to fund the university's first fully-equipped veterinary medical unit to enable more efficient and expansive rescue and treatment of pets during disasters – anywhere in the U.S.

BANFIELD FOUNDATION'S AMERICAN HUMANE NORTHEAST RESCUE TRUCK FUNDING

732

ANIMALS HELPED

320,000

POUNDS OF PET FOOD DISTRIBUTED

11,339

MILES TRAVELED



Photo Courtesy of American Humane

BANFIELD HELPS PETS THRIVE

We know that what happens when a pet is at home is just as important as what happens inside a veterinary hospital. That means that when it comes to making sure pets are healthy, pet owners are often the first line of defense.

Banfield partners with communities and clients to raise awareness of what it takes to help pets live healthy, active, happy and well-rounded lives. We equip pet owners to become partners in reducing their pets' risks for illness and issues related to being overweight or obese by teaching pet owners about optimal nutrition and exercise. Also, helping them understand which vaccines, preventive medications and other treatments pets need regularly encourages owners to emphasize lifelong wellness, in addition to treatment when pets become ill.

Our associates regularly volunteer their time to support free preventive care clinics for underserved pets facing barriers to regular wellness care. At these clinics, Banfield volunteers perform wellness exams, update vaccinations and administer preventive medications, trim nails, clean ears and counsel owners on actions they can take to maintain or improve their pets' health. By increasing access to quality veterinary care for disadvantaged populations, these clinics support our purpose: A BETTER WORLD FOR PETS.



Photo Credit: Cameron Browne (top and bottom)





Dr. KT Boyle greets a pet attending a preventive care clinic in Vancouver, Washington.
Photo Credit: Cameron Browne



Photo Credit: Dinah Rogers

14,792

PETS AND PEOPLE HELPED AT
PREVENTIVE CARE CLINICS

Mars Ambassador Program (MAP) in Action

Continuing our Support in Louisiana

One of the many ways Banfield gives back across the country is through the Mars Ambassador Program (MAP), which enables Mars associates from all corners of the globe to convene in one location to make a bigger impact together.

The U.S. Gulf Coast is no stranger to severe weather events. In 2016, a huge storm dropped unprecedented amounts of rainwater on parts of Louisiana, flooding Baton Rouge and the surrounding area, displacing thousands of residents and stranding tens of thousands more. Banfield volunteers, working closely with American Humane, helped care for injured pets and those separated from their families in the weeks and months after the flooding. But disaster recovery is a long road, and MAP

ambassadors returned to Louisiana in 2017 when the team partnered with nonprofit organizations to serve low-income pet owners through free preventive care clinics.

In total, 391 dogs and cats received vaccines and care they otherwise would not have had access to. During the trip, the team also helped 510 school children learn about responsible pet ownership and the importance of preventive care — helping to ensure tomorrow's future pet owners will take care of their four legged friends. Finally, the team spent a full day at the Companion Animal Alliance, a local shelter that took in hundreds of displaced pets following last year's flooding, conducting renovation work to clean, make repairs and build a new play yard for the dogs in their care.

Preventive Care in Action

Stand Down Events

There is a powerful bond between humans and pets. Banfield works to support that bond by educating people about how to care for their animal companions and by providing veterinary care that helps pets live better lives. This is especially important for vulnerable people and pets, including those who are experiencing homelessness. Banfield regularly participates in Stand Down events, which provide essential services, such as food, shelter or clothing, directly to veterans. During these events, for which the Banfield Foundation provides medical supplies, our associates offer free physical examinations and preventive care to veterans' pets, and offer counsel on keeping pets safe and healthy. We are humbled by the opportunity to serve the men and women who have sacrificed so much for us, when they and their beloved companions need our support.



Rodney Santos, veterinary technician, gives a pet some love at a Stand Down clinic in Roseville, California.

Photo Credit: Anne Chadwick Williams



Reneae Quaschnick, practice manager, helps Dr. Nicole Ho Custodio check on a pet at a Stand Down clinic in Roseville, California.

Photo Credit: Anne Chadwick Williams

SUPPORTING THE POWERFUL BOND BETWEEN PEOPLE AND PETS

As veterinary professionals, we devote our lives to being there for people and pets on the best and worst days of their lives. We counsel our clients and communities about pet wellness and promote preventive care because we know how important pets are to the people who love them. In addition to providing quality care in Banfield hospitals, we also support programs that help people better understand, and make the most of, their relationships with their pets.

PROVIDING CRISIS CARE TO PEOPLE AND PETS IN NEED

Sometimes, despite families' best efforts, pets can become seriously ill or injured and require emergency medical care. And sometimes, that care is outside of a pet owner's means. Banfield believes the cost of care should not be a barrier to treatment for families in significant financial need. Our Help Overcome Pet Emergencies (HOPE) Funds program helps cover the cost of lifesaving veterinary care for qualifying families who wouldn't otherwise be able to afford treatment.

MISSY MAKES 500

When Missy arrived at our Slidell, Louisiana, hospital, she was just 3 months old and very sick. The tiny Pit Bull was diagnosed with parvovirus (parvo), a life-threatening and often fatal — but treatable — illness. Parvo is extremely contagious, and Missy's family had already lost another puppy, one of Missy's littermates, to the virus. They knew she needed urgent medical care, but they couldn't afford the treatment Missy would need to survive. Our resourceful and compassionate practice manager helped Missy's family complete a HOPE Funds application and submitted it on the spot.

The application was quickly approved, making Missy the 500th recipient of HOPE Funds from Banfield. Thanks to the help, Missy received the treatment she needed to fight the virus and make a full recovery!

\$234,290

IN HOPE FUNDS
DISTRIBUTED

311

PETS HELPED



MAKING PET-RELATED WISHES COME TRUE

Banfield is honored to provide in-kind donations to Make-A-Wish®, a national children's charity that helps turn dreams into reality for children with life-threatening illnesses. When a local Make-A-Wish chapter receives a special request involving a pet, Banfield connects the charity with one of our local hospitals, which welcomes the child, family and pet (or pets!) in style. We provide a free wellness exam and Optimum Wellness Plan®, which includes one year of preventive care services, including routine vaccinations, comprehensive wellness exams and unlimited office visits.

34

PET-RELATED WISHES
GRANTED



Photo Credit: Katelin Wallace (top and bottom)

PROMOTING THE POSITIVE IMPACT OF HUMAN-ANIMAL RELATIONSHIPS

Every day, we see the positive impact people have in the lives of pets – and the transformative effects pets, in turn, have on the lives of people. That's why Banfield supports the work of the Human-Animal Bond Research Institute (HABRI), a nonprofit that promotes the positive health impacts of pet ownership. HABRI provides a clearinghouse of data and research about the impact of pet ownership and commissions its own research to study the effects of the human-animal bond. This science is then used to raise awareness about the important relationship between people and their pets, and to help advocate for public policy that recognizes and celebrates this important bond.

Banfield supports HABRI through an annual donation of \$50,000 – and by promoting HABRI's purpose and findings to Banfield associates and the broader veterinary community at events like Banfield's 2017 Pet Healthcare Industry Summit.



Erika Kehn, shift lead (left), and Dr. Pablo Etchemendy (middle) let “Dr. Isaac” help with his dog Mama’s exam in Costa Mesa, California.
Photo Credit: Katelin Wallace

Make-A-Wish in Action

Keeping Mamas and Papas Healthy for Isaac

Isaac, a 9-year-old boy, was spending a lot of time at home after being diagnosed with leukemia. He wanted nothing more than to be able to play with his family’s two dogs, Mamas and Papas. However, his illness — and the treatment — compromised his immune system’s ability to protect his body and his parents worried Isaac could become sick.

Working with Make-A-Wish Orange County and the Inland Empire, associates in our Costa Mesa, California, hospital invited Isaac, Mamas, Papas and the whole family in for a VIP wellness exam to ensure his beloved dogs were up to snuff and could continue to be safe playmates for Isaac.

Our team gave Isaac his own Banfield lab coat and name tag and presented the family with two Optimum Wellness Plans to cover the cost of preventive veterinary care all year long. Thanks to a generous donation from Pedigree®, Isaac’s family also received a five-month supply of food for both dogs. The newly minted “Dr. Isaac,” assisted by Banfield’s Dr. Pablo Etchemendy, performed a thorough, interactive exam on Mamas and Papas, and were given a clean bill of health!

“Isaac Banfield feeling like royalty! Isaac has had to miss a lot of school and is currently homeschooled and in and out of the hospital due to his illness, so his dogs are extremely special to him. It means the world to Isaac that he can interact with them and not be afraid for his health.”

MARIA
MOTHER OF MAKE A WISH
RECIPIENT ISAAC



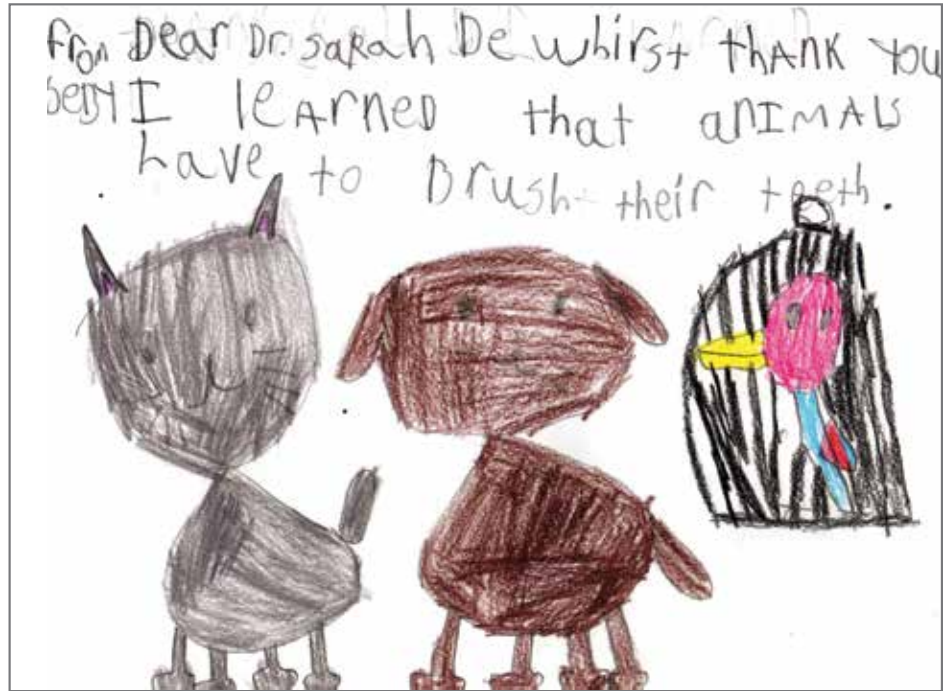
Photo Courtesy of Cincinnati Museum Center

REACHING THE NEXT GENERATION OF PET OWNERS

So many children dream of becoming veterinarians when they grow up, but they don't have the opportunity to explore that dream. Others may love animals but not understand what it means to properly care for a pet. Through Banfield Pet Academy®, our associates create an environment that exposes children to the responsibilities that come with caring for pets at home or in veterinary practice. Partnering with local organizations like schools and museums, Banfield Pet Academy immerses children in a fun, interactive veterinary experience, walking them through the responsibilities of pet care, building their confidence and making them more active and educated participants in caring for family pets.

13,019

CHILDREN EDUCATED ABOUT
RESPONSIBLE PET CARE





A child examines a stuffed pup at a Banfield Pet Academy presentation in Portland, Oregon.
Photo Courtesy of Portland Children's Museum

“I am here at the Cincinnati Museum Center feel so fortunate to see the response of our youngest visitors to the Banfield staff who are so passionate and give their time for Pet Academy. They are so eager to learn and share stories about their pets, and your staff are extraordinary at engaging with our guests. We can see that the children who attend, learn and are encouraged to be better pet owners.”

VANESSA MACY
SENIOR DIRECTOR OF MUSEUM EXPERIENCE
CINCINNATI MUSEUM CENTER

BANFIELD PET ACADEMY PARTNERS

- Duke Energy Children's Museum at Cincinnati Museum Center
- Explorium of Lexington
- Marbles Kids Museum
- Oregon Zoo
- Portland Children's Museum

A pet takes in all the action at a
Stand Down event in Portland, Oregon.
Photo Credit: Cameron Browne



HERE FOR
COMMUNITIES

At Banfield, we believe in engaging our communities with the same passion we bring to our work. We use our unique resources, reach and relationships to improve the lives of pets and their families, and we are here to give back to the communities in which we live and work. This year, our passion was recognized by Points of Light, the world's largest organization dedicated to volunteer service. Banfield was honored by Points of Light's Civic 50 initiative as one of the top 50 community-minded companies in the U.S. in 2017.

HEALTHY PETS MAKE HEALTHY COMMUNITIES

Animals have a proven impact on the physical and emotional well-being of people. So naturally, pet health can affect community health. That's why, in addition to offering quality veterinary care in 42 states, Washington, D.C., and Puerto Rico, Banfield and the Banfield Foundation look for opportunities to contribute our time, talent and funds to support pet health organizations and events across the country — including states in which we don't have hospitals.



30

EVENTS

814

PETS HELPED

70

SHELTERS IMPACTED

5,496

ASSOCIATE HOURS
VOLUNTEERED

\$407,101

IN TOTAL VALUE OF
VETERINARY SERVICES

PARTNERING WITH LOCAL SHELTERS TO PREPARE PETS FOR ADOPTION

Banfield strives to be a good partner to our clients and to the communities we serve. That goes beyond supporting the health and wellness of pets visiting our hospitals. It also means being there for the pets in our communities that need us most. Every time Banfield opens a new hospital, we partner with local shelters and rescues to give the pets still waiting for loving homes the veterinary care they need, at no cost. As an added benefit, these partnerships create stories of hope that draw public attention to pets in need of forever homes and spotlight the good work shelters and rescues do every day.

To celebrate the opening of Banfield's 1,000th hospital in August, we extended Shelter Services to 35 dogs and cats from five Franklin, Tennessee-area shelters, providing veterinary services valued at \$25,000 to give pets the care they need.



Photo Credit: Jon Morgan (all on this page)



“...a number of pets with issues ranging from GI upsets to skin ailments. It is amazing that Banfield has allowed us to provide treatment for these pets at no charge to the shelter. It feels great to give back!”

DR. STEVE DOERR
CHIEF OF STAFF, BANFIELD PET HOSPITAL
FRANKLIN, TENNESSEE



The Cabarrus Spay Neuter clinic team shows off its new surgical lights and surgical table.
Photo Courtesy of Cabarrus Spay Neuter clinic



Photo Courtesy of Maui Humane Society

Foundation Highlight

New Veterinary Medical Equipment Grants

Animal welfare organizations often spend most of their budget providing food, shelter and care for the animals they serve, leaving limited resources to purchase new medical equipment. Banfield believes all pets deserve access to quality care, so in 2017, the Banfield Foundation began offering grants to nonprofits and local and state governments to fund the purchase of medical equipment for on-site shelter clinics, low-cost veterinary practices and mobile veterinary units or disaster relief vehicles.

In June 2017, the Banfield Foundation made a \$15,000 grant to the Cabarrus Spay and Neuter Clinic in Concord, North Carolina, to fund the purchase of new surgical tables and lights. Since July, the clinic's two surgeons and four surgical technicians have completed 1,186 surgical procedures using the new equipment.

24

GRANTS FOR VETERINARY EQUIPMENT

\$256,775

IN TOTAL GRANT VALUE

17

STATES BENEFITTING FROM GRANTS

ENVIRONMENTALLY RESPONSIBLE OPERATIONS

We believe our responsibility to support healthy communities includes making our headquarters and hospitals more sustainable. We are constantly seeking new and better ways to understand, measure and ultimately reduce our impact on the environment. By improving the sustainability of our operations, we can help the communities we serve remain beautiful places for pets and people for generations.



ENVIRONMENTAL FEATURES OF BANFIELD'S CORPORATE HEADQUARTERS

June 2017 marked the one-year anniversary of Banfield's move from its Portland, Oregon, headquarters to an environmentally sustainable campus in Vancouver, Washington. The new headquarters earned LEED Platinum certification in January 2017, the highest level of certification from the U.S. Green Building Council. Thoughtfully designed to harness renewable energy sources and decrease power consumption, water usage and carbon dioxide emissions, the building is already helping us further reduce our environmental impact.



Decreasing Energy Consumption

Consumption is about 30% less than a typical sized building without LEED-driven efficiencies.



Reducing Water Use

530,000 gallons of water were reduced this year by methods including harvesting rain water.



Reducing Carbon Dioxide

We've reduced approximately 2.74 tons of carbon dioxide, avoiding the use of coal combustion and saving the equivalent of 25 barrels of oil.



Donating Food to the Community

This year we increased our donation to 2,103 pounds of food to local shelters.



Harnessing Renewable Energy

A solar thermal hot water system takes advantage of rooftop solar panels to heat kitchen, bathroom and shower faucet water.



Using Smart Landscaping

Bioswale landscape elements in our parking lot naturally filter 100% of hard surface and automobile contaminants from runoff water.

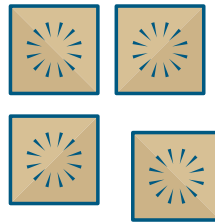
IMPROVING SUSTAINABILITY IN BANFIELD HOSPITALS

At all our hospital locations, we seek to be more mindful of our consumption and improve conservation and recycling efforts, ultimately reducing the amount of waste sent to landfills. With more than 1,000 hospitals in 42 states, Washington, D.C., and Puerto Rico, our efforts to improve environmental sustainability across our footprint add up!



REDUCING OUR IMPACT

Collective efforts across our hospitals helped us divert **252,485 pounds** of waste from landfills.



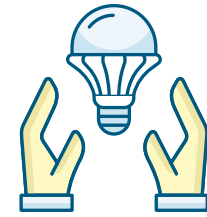
FROM THE BOTTOM UP

We installed **180 ceramic tile floors**, reducing the need for chemical-heavy products and saving **\$4,000-\$7,000 in floor care costs per year** for each hospital.



SETTING OUR SIGHTS HIGH

This year we recycled **22,000 fluorescent lamp lightbulbs**.



A BRIGHTER FUTURE

We've installed LED lighting in **25 new hospitals**, bringing our total to **86 LED-equipped hospitals** across our network and cutting lighting energy consumption by approximately **60 percent**.



STAYING SHARP ON RECYCLING

This year we reached our goal of recycling **1 million needles and syringes** (sharps).



GROWING OUR COMMITMENT

In 2017, our hospitals recycled **852,000 pounds of paper**, ultimately saving more than **7,000 trees**, **11 million gallons of water** and **962,825 kilowatt-hours of energy**.



Photo Courtesy of Points of Light

MAKING A DIFFERENCE IN OUR COMMUNITIES

We want pet owners to be confident that they can turn to Banfield for quality care throughout the lives of their pets. We also want them to know they can rely on us to continuously find ways to improve communities for pets and people. This year, Banfield was honored to be among the Civic 50 honorees, an initiative of Points of Light that recognizes the 50 most community-minded companies in the nation each year. We couldn't be prouder of the thousands of Banfield associates who go above and beyond to dedicate their time and expertise, whether through our Mars Volunteer Program, providing preventive care to vulnerable pet populations or serving as a first responder for impacted pets in the aftermath of disasters.

BANFIELD GIVES BACK

Banfield's greatest resource is the dedicated associates who provide quality care every day in our hospitals. These skilled veterinary professionals often look beyond hospital walls for opportunities to extend that care to the community. In addition to serving the community through Banfield-led events, associates participate in an ongoing service initiative called the Mars Volunteer Program (MVP). Through our MVP efforts alone in 2017, Banfield impacted 179,990 pets and people. MVP encourages Mars associates across the globe, including Banfield associates, to volunteer with a range of nonprofits and give back to their communities on company time. Under MVP, our associates volunteer their skills in animal care, veterinary medicine, and just plain hard work to meet the needs of vulnerable pets and help nonprofits in need.

As part of our MVP efforts, Banfield hosted its first Family Volunteer Day in April 2017, where associates and their families in Fairview, Oregon, came together to give back to the community. Additionally, every October is our flagship MVP Month of Service, during which we make an extra effort to accomplish great things for pets. This year, Banfield associates volunteered on projects ranging from landscaping at animal shelters and renovation projects at local dog parks, to packing pet food at food banks.



Photo Credit:
Bethany Womack



Photo Credit:
Bethany Womack

Eileen Moloney (left) and Erin Moloney, senior director of operational finance, get their hands dirty during Family Volunteer Day in Fairview, Oregon.
Photo Credit: Cameron Browne

204

U.S. CITIES

3,488

ASSOCIATE
VOLUNTEERS

22,413

HOURS
VOLUNTEERED

179,990

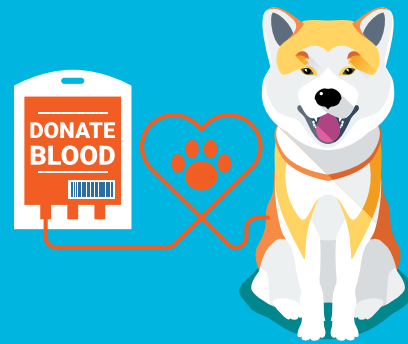
PETS AND PEOPLE
IMPACTED



Canine Social Responsibility

Like many pet owners, Banfield associates seek ways to involve their pets in every aspect of their lives — including giving back to the community. In 2017, Banfield's volunteer opportunities included activities specifically geared to four-legged philanthropists for the first time.

Just like humans, dogs need blood in the event of illness or injury, but the canine blood can be difficult to come by. To help increase awareness for the much-needed blood, Banfield held a canine blood testing campaign at its Vancouver, Washington headquarters, so associates' dogs could find out if they can give back to other dogs in need. This event involved our pets in their own form of CSR: Canine Social Responsibility!



MVP in a Box

Finding time to volunteer can be a challenge, but sometimes all it takes to make a difference is a little creativity. For associates with limited availability to engage in bigger projects, or for those looking to do even more to help pets and people in their communities, we offer micro-projects. One popular project is MVP in a Box: A convenient kit that gives associates everything they need to make toys for shelter pets. This year, associates using MVP in a Box delivered 2,500 handmade toys to pets in shelters across the U.S.



Associates at our Winter Garden, Florida, hospital make cat toys with materials in their “MVP in a Box” kits to donate to local shelters.
Photo Credit: Nichole Cochran



REDUCING WASTE, SHARING OUR FOOD WITH THOSE IN NEED

Banfield’s headquarters includes an on-site cafeteria that offers associates fresh, healthy dining options right where they work. Rather than disposing of quality food that isn’t consumed, Banfield donates excess food to Share, a local nonprofit organization that provides shelter, resources and free daily meals to homeless and low-income members of the community. In 2017, our bistro donated 2,103 pounds of food to Share.

GIVING KENNELS A SECOND LIFE AT LOCAL SHELTERS

Animal welfare organizations need to be able to provide safe shelter to accommodate pets that are injured or waiting to find loving homes. But maintaining shelters and purchasing supplies can add up, and many organizations have limited resources for much-needed items such as kennels. One of the ways Banfield helps to meet these needs is by donating used kennels that become available after a hospital renovation. These kennels are still in great condition and can be used by local animal welfare organizations that need additional kennel space for pets they might not otherwise be able to serve.

“I’m so grateful from the bottom of our hearts for this incredible donation. This is a generous gift, as we know the cost of kennels and, frankly, have been in need of kennels for quite some time. Your donation comes at a perfect time as we are rescuing more cats and dogs than ever before and need to maximize space.”

KATHLEEN TOTH
PRESIDENT AND CEO
NUZZLES & CO. ANIMAL RESCUE AND ADOPTION

527

KENNELS DONATED

31

NONPROFITS



HERE FOR
**OUR PEOPLE AND
OUR PROFESSION**

Heather Shosho (left) helps Dr. Kim Chase (right) with a pet at a Mars Volunteer Program event in Concord, New Hampshire. Photo Credit: Max Cross

The talented and dedicated associates in our hospitals and at our headquarters are at the heart of everything we do. We're committed to giving our people the resources they need to grow both personally and professionally, which includes empowering them to give back to the veterinary profession. We also support students looking to start careers in veterinary medicine by providing opportunities to gain experience in our hospitals and to seek guidance from our doctors and field leaders. Banfield is here to support the growth and success of its people and of the veterinary profession as a whole. After all, a stronger profession means healthy pets.

HELPING CREATE A BRIGHT FUTURE FOR THE VETERINARY PROFESSION

We have programs in place to support the next generation of veterinary leaders — whether veterinary students or new graduates. By providing students with tools, mentorship and hands-on experience in our hospitals, we aim to arm them with skills that will help increase their confidence in practice. We also empower our associates to reach their aspirations, whether by connecting them with the broader profession through Banfield-sponsored industry memberships, offering continuing education funds, or providing tools to advocate for or against legislation that impacts veterinarians and pets.

HELPING VETERINARY STUDENTS SUCCEED

The veterinary industry needs talented, driven graduates who can enter a veterinary practice with confidence and essential skills to effectively treat pets. That's why Banfield is identifying new ways to help prepare veterinary students to be successful practitioners once they graduate.

In 2017, Banfield partnered with the University of Minnesota College of Veterinary Medicine on the first qualitative study to examine why certain new graduates struggle, while others thrive. The study identified skills and capabilities common among successful graduates, as well as actionable advice to help veterinary students round out their skillsets while still in school. Banfield has partnered with University of Minnesota to share this research broadly as we work collaboratively to support future veterinarians.

Road to Success

Sometimes, it's the road less traveled that makes the difference.

This isn't a checklist; even just one or two of these experiences can help prepare you for practice!



Work in a Customer Service Role

Work in a busy environment such as a restaurant or retail job.

- Develop communication skills
- Deal with challenging clients/difficult situations
- Multi-task and prioritize
- Hone time-management skills



Work in a Business

Manage operations in a busy environment.

- Lead a team and delegate tasks
- Understand the financial side
- Talk about costs with clients
- Excel at time management
- Present a professional demeanor to gain clients' trust



Work in a Vet Clinic

Hands-on experience as a vet assistant, vet tech, receptionist, etc.

- Prepare for the hospital environment
- Understand focus of general practice
- Learn basic technical skills
- Develop communication skills
- Delegate tasks to para staff
- Understand case files (notes, tests, treatments)



Volunteer in an Animal Shelter

Volunteer in roles that provide experience with general surgery skills (spay/neuter).

- Develop technical skills in general surgery — especially spay/neuter
- Enhanced confidence
- Grow time-management skills



Work in a Research Environment

Participate in a research project as a student or employee (not necessarily related to animals), or do a research project in school.

- Hone critical-thinking skills
- Experience the diagnose/treatment cycle



Photo Credit: Bethany Wornack



Photo Credit: Max Cross

“It is important to be exposed to all levels of care and experience teaches you to be a smart, decisive doctor. With experience, we will learn which diseases are more common in certain scenarios or which tests will yield the most useful information, so we must start to be exposed to this while we are in school through programs like the Student Job Program MVP event.”

ABBY GEICK
STUDENT JOBS PROGRAM PARTICIPANT

STUDENT PROGRAMS

Banfield knows how critical hands-on experience is in developing the skills needed to practice veterinary medicine capably and confidently. We offer veterinary students opportunities to gain experience alongside seasoned associates through our student programs. We provide two programs for veterinary students — the Student Job Program (SJP) and the Student Externship Program. We also offer a specialized Veterinary Technician Student Program for those interested in veterinary technology. The programs give students an edge by offering them hands-on experience in providing veterinary care, which can help them stand out from other candidates for positions in practice and boost their wage-earning potential as new veterinarians.

Veterinary students also participate alongside Banfield associates in volunteer opportunities. For example, SJP students in New Hampshire participated in the Mars Volunteer Program (MVP) event with Banfield associates at a local animal rescue in 2017. SJP MVP experiences are critical to giving veterinary students a fuller understanding of the many aspects of veterinary work outside of clinical practice. The volunteer event in New Hampshire helped students better understand the needs of shelter pets that regularly require veterinary attention while waiting for their forever homes. It also gave them a chance to see firsthand the aspects of veterinary care unique to shelter medicine.

803 veterinary students participated in one of Banfield’s student programs in 2017.

AMERICAN VETERINARY MEDICAL ASSOCIATION LEGISLATIVE FLY-IN

Every year, the American Veterinary Medical Association (AVMA) conducts a Legislative Fly-In, where veterinary students and practitioners travel to Washington, D.C., to meet with their federal elected officials and discuss issues of importance to the veterinary profession. Banfield is proud to be the sole sponsor of the Fly-In, and our doctors have participated for the past four years.

At the 2017 event, more than 20 doctors and 70 veterinary students from across the country gathered in the nation's capital to elevate the issue of veterinary student debt with their congressional representatives. They advocated for legislation to help students better manage their education-related debt and repayments, specifically encouraging the reauthorization of the Higher Education Act and the Veterinary Medicine Loan Repayment Act. They also asked lawmakers to focus on strengthening elements of the law that aid in reducing the long-term burden of student debt.

“The health of the veterinary profession doesn't just affect veterinarians — it affects every person in the United States who owns a pet. In order to best serve pet owners across America, we need legislation that supports a healthy profession and the overall well-being of veterinarians.”

DR. MEGAN KILDUFF
MEDICAL DIRECTOR
BANFIELD PET HOSPITAL
VIRGINIA NORTH



WOMEN'S VETERINARY LEADERSHIP DEVELOPMENT INITIATIVE SPONSORSHIP

Banfield supports the development of female leaders in the veterinary industry, within our hospitals and beyond. Over the past few decades, we have seen a significant increase in the number of women entering veterinary medicine, but that growth has yet to translate to an increase in women in leadership roles. More than 85 percent of our associates are female, making this an issue we are passionate about addressing. We value diversity in leadership, and seek ways to help female veterinarians grow professionally and have equal access to leadership opportunities.

We sponsor the Women's Veterinary Leadership Development Initiative (WVLDI), an organization that supports women in decision-making and leadership positions in the veterinary industry. In January, Dr. Kimberly-Ann Therrien, Banfield's Midwest regional vice president of veterinary quality, was appointed to serve on WVLDI's national board of directors.

Through her involvement with WVLDI, Dr. Therrien offers continuing education (CE) targeted to female veterinary professionals at industry conferences. These programs focus on the obstacles women face to success and equality in the veterinary profession. In 2017, WVLDI's CE programs offered advice to women on common issues faced by veterinary professionals, including compassion fatigue and work-life balance.



“I have always been passionate about mentoring and empowering women. I see WVLDI as a platform where we as a profession can come together to discuss real, actionable solutions that work for busy veterinary professionals.”

DR. KIMBERLY-ANN THERRIEN
MIDWEST REGIONAL VICE PRESIDENT
OF VETERINARY QUALITY
BANFIELD PET HOSPITAL

CREATING A GREAT PLACE TO WORK

As the largest general veterinary practice nationwide, one of our top priorities is developing a talented, confident, well-supported veterinary workforce that actively contributes to the future of veterinary medicine. We develop our own programs — and engage in existing efforts — to advance the industry and offer our associates opportunities to enhance their personal and professional development, and to support each other’s growth and well-being at Banfield. By supporting our associates in their personal lives and careers, we aspire to make Banfield a great place to work.

BANFIELD BETTER TOGETHER FUND

Our associates are kind and compassionate people who focus every day on the well-being of the pets they serve. Banfield associates also care deeply about one another and wanted a better way to support each other following natural or man-made disasters. In October 2016, we launched the Banfield Better Together Fund (BBTF), a 501(c)(3) public charity which allows associates to make personal contributions that can be used to support other Banfield associates struggling with financial hardship due to disasters. Associates impacted by unprecedented flooding in Baton Rouge, Louisiana, earlier that year were the first recipients of BBTF grants.

In 2017, Hurricanes Harvey, Irma and Maria created additional hardships for Banfield associates, but thanks to the BBTF, \$87,500 was granted to associates impacted by these disasters.

BBTF in Action

Peace Of Mind For A Growing Family

As Hurricane Irma approached the U.S., Brittany Dykstra, a client services coordinator in Melbourne, Florida, had one extra reason to worry – she was nine months pregnant with her second child and could go into labor at any moment. She, her 2-year-old son, and her two dogs evacuated to a friend’s house. Upon returning home, she found all three bedrooms flooded and her son’s bed, the new baby’s crib and countless diapers, clothes and new baby supplies destroyed. A grant from the BBTF helped ensure these short-term needs could be met. “Thank you times one million,” said Brittany. “You literally saved my family.”

NATIONAL VETERINARY CONFERENCE PARTNERSHIPS

Staying current with and connected to the veterinary industry is critical for veterinarians — sharing perspectives, experiences and information helps practitioners continue to grow and ensures hospital teams remain equipped to provide quality care. Veterinary conferences help keep industry professionals informed about recent research, new approaches to disease-diagnosis and management, cutting-edge tools and treatments, professional development opportunities and more. In 2017, Banfield partnered with six national and regional veterinary conferences to help empower its associates to learn and grow. More than 800 associates benefited from the following conference partnerships alone:

- North American Veterinary Community (NAVC)
- The American Veterinary Medical Association (AVMA) Convention
- NAVC Live
- Three CVC conferences (San Diego, Kansas City and Virginia Beach)

STATE VMA PROGRAM

Banfield offers its doctors in select states practice-paid membership in their state Veterinary Medical Associations (VMAs). In 2017, we expanded our State VMA Program to Arizona, Missouri, Montana, Nebraska, New Mexico, Oklahoma, Rhode Island and Washington, D.C., bringing the total number of supported states to 24. Today, more than 86 percent of Banfield doctors have access to this program, which provides them with continuing education, leadership opportunities, networking events and other professional development resources.

Our State VMA Program also encourages participating doctors to become more engaged in industry associations, and many of our associates are assuming leadership positions. In fact, 30 associates serve on committees or boards, 19 of which are with state VMAs.

CONTINUING EDUCATION PROGRAMS

At Banfield, we are passionate about sharing our resources with the broader profession. We continue to present continuing education (CE) sessions at national conferences to share information not only with our own associates, but also with the profession at large. In 2017, Banfield presented a range of CE sessions that were attended by more than 700 veterinary professionals. Banfield also unveiled three hours of new CE content focused on well-being, which debuted at the AVMA Convention. These sessions address the issues veterinary professionals face every day as it relates to their own well-being and the wellness of others in their practice, including conflict management and resolution, compassion fatigue and stress management.

NATIONAL ASSOCIATION OF VETERINARY TECHNICIANS IN AMERICA PARTNERSHIP

Professional development opportunities aren't just a priority for doctors. Banfield also has a partnership with the National Association of Veterinary Technicians in America (NAVTA), which offers continuing education and networking programs for veterinary technicians (VTs). Thanks to this partnership, Banfield offers paid memberships to its 1,200 credentialed veterinary technicians (CVTs).

In October 2017, Banfield and fellow Mars companies, BluePearl and Royal Canin USA, became the first organizations to sign on in support of NAVTA's Veterinary Nurse Initiative. Popular among VTs and gaining broad support throughout the profession, the intent of this initiative is to standardize and elevate the VT profession through updated credentialing requirements, title change and eventually scope of practice industry-wide.



PAWrometer™

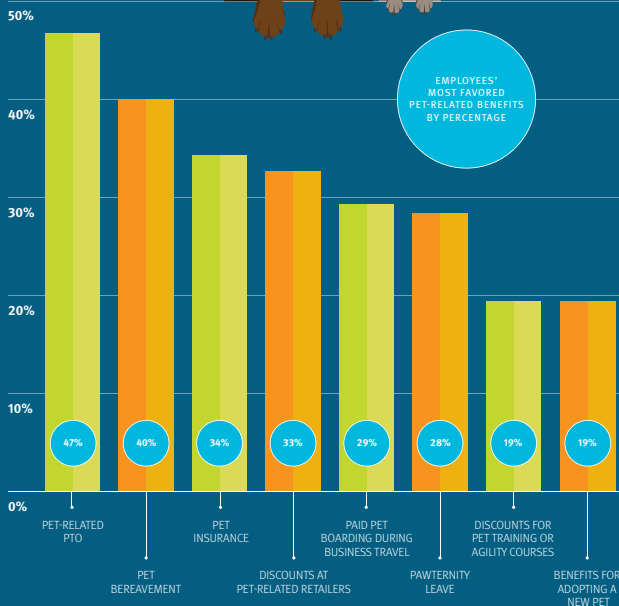
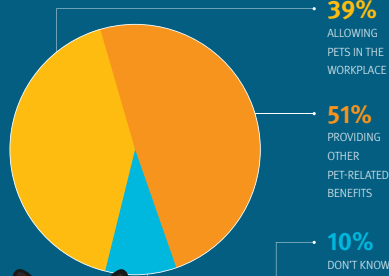
PET-FRIENDLY WORKPLACE

EXPLORING THE IMPACT OF PETS IN THE WORKPLACE

EMPLOYEE PET-RELATED BENEFIT PREFERENCES

MOST EMPLOYEES SAY THEY WOULD CHOOSE PET-RELATED BENEFITS SUCH AS PET-RELATED PTO¹, PET BEREAVEMENT² AND PAWTERNITY³ OVER ALLOWING PETS IN THE WORKPLACE AND CONSIDER A VARIETY OF PET-RELATED BENEFITS APPEALING.

1. PAID TIME OFF DAYS TO BE USED FOR ANY PET-RELATED NEEDS
2. PAID TIME OFF DAYS TO BE USED FOR GRIEVING DEATH OF A PET
3. PAID TIME OFF DAYS TO BE USED WHEN GETTING A NEW PET



Banfield president Brian Garish enjoys lunch with a fellow associate's pet, Rosie, at Banfield's headquarters in Vancouver, Washington.

Photo Credit: Cameron Browne



PET-RESPONSIBLE WORKPLACE — PAWrometer

In 2017, for the second consecutive year, we conducted a Pet-Friendly Workplace PAWrometer™ survey to gauge perceptions of pet-friendly workplaces and policies. The survey revealed that employees across industries and professions are placing growing value on workplaces that have clear, pet-friendly policies, including the ability to bring pets to work, pet-related bereavement leave and time off to manage new adoptions or pet-health issues. Each year, Banfield's PAWrometer builds a stronger case for why pet-friendly policies, while they require effort and coordination on the part of employees and employers to be successful, positively impact employee well-being and morale.

Banfield's headquarters is a "pet-responsible" workplace in every sense, meaning we've incorporated design elements and policies that ensure our pets are just as happy at work as we are about having them there. The office enables us to offer associates a well-structured, controllable environment where pets and people can safely and productively share the workplace. Associates who wish to bring their dogs to work, and who have completed an evaluation of their pet's temperament around people and other dogs, are able to spend time with their canine companions throughout the workday. Color-coded leashes help other associates know how to approach their four-legged officemates, and rest areas, water stations, ramps between floors and grassy areas outside help ensure that people and pets can comfortably spend quality time together.

ENHANCING QUALITY OF CARE

As the largest general veterinary practice nationwide, Banfield has both the resources to investigate trends and new ideas in pet health, and the responsibility to share its resources and knowledge with the veterinary profession. Through research, surveys and observations in our own hospitals and across the industry, we continue to raise awareness around issues of importance to veterinary professionals. Every year, we invest in providing important resources to the profession, including meetings, reference materials, analysis and insights.

2017 STATE OF PET HEALTH REPORT

The size of our practice gives us access to a tremendous amount of pet health data, which we have been aggregating for more than a decade. Analysis of that data enables us to better identify and understand trends and emerging issues in veterinary medicine. In 2017, Banfield released its seventh annual State of Pet Health Report®, which sheds light on the leading health issues for dogs and cats, based on health data collected by our hospitals across the U.S. that's analyzed by our Banfield Applied Research and Knowledge (BARK) team.



Attendees at Banfield's annual Pet Healthcare Industry Summit discuss the future of the veterinary profession



PET HEALTHCARE INDUSTRY SUMMIT

For the past 16 years, Banfield has hosted the Pet Healthcare Industry Summit, an annual event that gathers leaders and influencers from across the pet health industry to share ideas and solutions for challenges facing the veterinary profession, with the goal of advancing the profession. At this year's summit, attendees took a step back and looked at how another industry — human medicine — fosters innovation. Together, our 150 attendees discussed how various facets of the profession can work together to inspire innovation, create positive change and propel the industry forward.

Banfield's Pet Healthcare Industry Summit strengthens partnerships across the profession, between veterinary schools, pet health suppliers, industry organizations, animal welfare nonprofits and other facets of veterinary health. It offers a platform for new research and ideas to be shared and helps us learn what's working, what isn't working and what we might try next to improve the veterinary profession, veterinary medicine and the full spectrum of pet health.



A pet hangs out with his owner during a Stand Down event in Portland, Oregon.
Photo Credit: Cameron Browne



THE VETERINARY EMERGING TOPICS REPORT

In 2017, Banfield released its first-ever Veterinary Emerging Topics (VET)[™] Report, in partnership with the NAVC. This partnership combines Banfield's data and insights with the NAVC's broad reach within the profession to bring important issues to the forefront.

The 2017 VET Report focused on antimicrobial disease resistance (AMR), a phenomenon caused by the inappropriate use of antibiotics, that makes effective treatment difficult or sometimes impossible. Our report showed companion animal veterinarians see AMR as a top priority. Unfortunately, based on data gathered by the AVMA, we know that the vast majority of companion animal practitioners are aware that antimicrobial use guidelines exist.

With NAVC, we are seeking to connect with companion animal practitioners about how to better align with existing guidelines and help to solve this important problem.



Veterinary Emerging Topics (VET) Report:

Are We Doing Our Part to Prevent Superbugs? Antimicrobial Usage Patterns among Companion Animal Veterinarians

The Data

AWARENESS AMONG VETERINARIANS CAN BE INCREASED



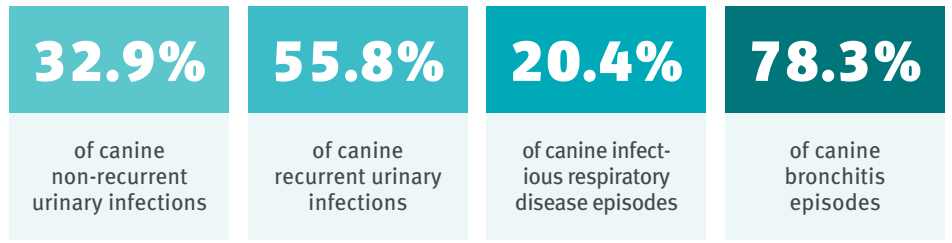
are concerned about antimicrobial-resistant infections¹

feel that anti microbials in small animal practice impact AMR¹

are unaware of the 3 existing sets of anti microbial use guidelines; urinary infections,² superficial bacterial folliculitis³ and respiratory infections⁴

PRESCRIPTION PATTERNS CAN BE IMPROVED

In 2015, guideline-recommended first-line antimicrobials were not prescribed for⁵:



The Implications

WHAT DOES A RISE IN AMR MEAN?

Clients

- Less effective treatments for sick pets
- Increased veterinary bills
- Risk of AMR transmission from their pets

Veterinarians

- Decreasing efficacy of available drugs
- Threatens freedom to practice as we choose
- Zoonotic spread of AMR

The Approach

WE NEED TO MAKE THE INVISIBLE VISIBLE...



Visible

- ~ Immediate patient needs
- ~ Client expectations



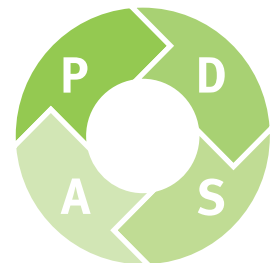
Invisible

- ~ Public health impacts
- ~ Antimicrobial resistance and long-term efficacy
- ~ Cumulative patient outcomes

...AND BALANCE PRIORITIES

QUALITY IMPROVEMENT CYCLE

- PLAN** – What you aim to achieve and what you will need to do and measure
- DO** – Implement the plan
- STUDY** – Try to understand all outcomes
- ACT** – Make adjustments as needed



“I am so proud to be a part of a company that not only gives back to the community, but also gives us an opportunity to give back to the community.”

DR. MARY WESTER
DOCTOR OF VETERINARY MEDICINE CHIEF OF STAFF
ABERDEEN, NORTH CAROLINA

“The experience truly reminded us of why we chose our career paths and made us all proud to work for a company that would allow us to take part in giving back not only to the community, but to pets in need.”

VALERIA GARCIA
PRACTICE MANAGER
SAN JOSE, CALIFORNIA

“I appreciate Banfield’s dedication to the communities it serves and for allowing me to give back to a community I care about so much.”

KALEN ALLEN
PRACTICE MANAGER
CARMEL, INDIANA

“It warms my soul to be able to give back to the community and put a smile on the faces of those who are less fortunate.”

KRISTEN COPPEDGE
VETERINARY ASSISTANT
SPARTANBURG, SOUTH CAROLINA

“Representing Banfield in the community makes me proud to work here and reminds me how, if each of us volunteers a little bit, we make a HUGE difference.”

SANDY HEATH
PRACTICE MANAGER
BUENA PARK, CALIFORNIA

TO LEARN MORE, VISIT US ONLINE AT:
[Banfield.com/Community](https://www.banfield.com/Community)