

ENVIRONMENTAL SUSTAINABILITY POLICY - UPDATED MAY 2024

At Town and Country Veterinary Group we understand the importance of sustainability and reducing our environmental impact as a practice.

We recognise that animal, staff and public health and welfare are our utmost priority. As our practice operations undeniably impact the environment through use of waste generation, emissions and use of chemical products, we recognise our responsibility to reduce these negative impacts and are constantly striving to improve our environmental standards. We aim to maintain not only the relevant environmental and professional legislation, but also our own personal practice standards to make the practice as green and sustainable as possible.

We endeavor to do this in a number of ways as outlined below and are open to suggestions from both staff and clients on ways we can continue to improve.

1. RESPONSIBLE RESOURCE USE

- a. Switching off lights and appliances when not in use.
- b. Promoting use of public transport and other sustainable travel by staff.
- c. Reducing use of printed paper, e.g. by keeping online records up to date and use of QR codes to provide datasheet information to clients.
- d. Outdoor washing lines at the main operating branches where washing is done regularly.
- e. Improving waste management by recycling where possible and adopting use of materials with lower environmental impact - e.g. Who gives a Crap toilet paper.

2. SUSTAINABILITY DURING PROCEDURES

- a. Reducing use of single-use plastics - e.g. using reusable drapes where appropriate.
- b. Reducing our use of harmful chemicals where possible and disposal of chemicals appropriately.
- c. Repairing equipment where possible rather than replacement.
- d. Reducing our use of anaesthetic gases where possible, e.g. regularly assessing and servicing equipment to prevent unwanted leaks and avoiding prolonged anaesthesia where possible.

3. USING MEDICATION RESPONSIBLY

- a. Promoting the use of health plans and responsible parasiticide usage.
- b. Limiting the use of medications such as anti-microbials to where appropriate, ensuring the animal's history, current clinical presentation and appropriate diagnostic tests are assessed and taken into account before deciding upon a course of treatment.
- b. Promoting safe disposal of medications both in-house and via communication with clients.
- c. Promoting the use of updated technology to provide the most efficient and sustainable pet treatment.

4. COMMUNICATION

- a. The use of Facebook social media to communicate with clients about our improving sustainability.
- b. The use of internal emails to communicate with staff members about sustainability updates and to provide staff with a way to communicate their own ideas on sustainability with the team.

We are always looking for ways to be greener and are constantly reviewing our practice policy to reflect this and environmental impact will be taken into consideration when making any decisions within the practice.

For further information or to discuss ideas, please email HR@townandcountryvets.co.uk