



**BestFriends**  
*The best in pet care*

**Best Friends Group  
Modern Slavery Statement  
FY20**

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# 1. From Our CEOs

Our mission at Best Friends Group (BFG) is to support a happy, healthy life for pets. This overarching philosophy guides the decisions we make, the initiatives we introduce, the processes we adopt and the partnerships we foster.


BFG is focused on doing what we can to ethically source the products that we sell. We see that this will benefit our business, our customers and the people who make the pet products that we sell.

We have been working to improve the transparency we have over our supply chains over the FY20 reporting period. During FY21, we will continue this focus.

Tamalin Morton  
Chief Executive Officer – Best Friends and My Pet Warehouse



Dr. Simon Drummond  
Chief Executive Officer – Our Vet



**31<sup>st</sup> March 2021**

## 2. Reporting and Consultation Process

This modern slavery statement, published in accordance with the *Modern Slavery Act 2018* (Cth), sets out the steps taken by Best Friends Group to identify and address its modern slavery risk over the period 1 July 2019 - 30 June 2020 (**FY20**).

This joint statement has been prepared on behalf of the following reporting entities:

- Best Friends Holdings Pty Ltd (ABN: 54 159 280 412);
- Best Friends Finco Pty Limited (ACN 629 422 028); and
- Best Friends SecurityCo Pty Limited (ACN 629 421 594)

This statement also includes information in relation to the other wholly owned members of the Best Friends Group, including:

- Best Friends Retail Pty Ltd (ABN: 79 159 053 399)
- Best Friends Support Services Pty Ltd (ABN: 93 159 054 645);
- Best Friends OPCO Pty Ltd (trading at My Pet Warehouse) (ABN: 80 629 424 406);
- Pet Imports Pty Ltd (ABN: 50 155 418 367);
- Pet Wise Investments Pty Ltd (ABN: 48 166 845 423);
- Our Vet Pty Ltd (ABN 66 126 436 628); and
- Our Vet Tweed Heads Pty Ltd (ABN: 47 153 249 168),

### Consultation

BFG operates as an integrated group of companies with policies, systems and approaches that apply broadly across the group. In order to prepare this joint statement, Best Friends Holdings Pty Ltd consulted with each of the reporting entities and together we consulted the entities we own or control. In addition, our modern slavery working group covers each of the reporting entities and consulted relevant management, procurement and buying team from Best Friends, My Pet Warehouse and OurVet.

We gathered information about the supply chains and operations for each of the reporting entities and entities that we own or control and reviewed the processes that they have in place to monitor and address modern slavery risk.

This modern slavery statement was also circulated to the leadership team for comment prior to being put to the Board of Best Friends Holdings Pty Ltd for review and approval.

This modern slavery statement was approved by the Board of the Best Friends Holdings Pty Ltd as parent entity on 31 March 2021.

Signed, Alistair Newmarch, Director



**Best Friends Holdings Pty Ltd**  
31<sup>st</sup> March 2021



### 3. Modern Slavery Statement Overview

We have addressed the mandatory criteria detailed in the *Modern Slavery Act 2018* as follows:

**Identification of the reporting entity**

This is addressed on page 4.

**Description of the process of consultation with any entities the reporting entity owns or controls**

This is addressed on page 4.

**Description of our structure, operations, and supply chain**

This is addressed on pages 6-8.

**Description of the risks of modern slavery practices in our operations and supply chains and any entities we own or control**

This is addressed on page 9.

**Description of the actions we have taken to assess and address these risks (including due diligence and remediation processes)**

This is addressed on page 10.

**How we assess the effectiveness of our actions**

This is addressed on page 10.

References to 'our' and 'we' in this Statement are references to the Best Friends Group.

## 4. Our Structure, Operations and Supply Chains

Best Friends Group has approximately 950 employees in Australia. The registered office of Best Friends Holdings Pty Ltd is Cnr. Rosamond Road and Sloane Street, Maribyrnong VIC 3032.

### Our Products

We supply a range of products and services for dogs, cats, birds, small animals and reptiles including:

pet supplies  
toys and bedding  
dog foods and treats  
cat foods and treats  
small animal food  
fish and reptile food  
DIY dog washes  
I.D. tag engraving  
pet advice  
dog grooming  
puppy school  
pet adoptions  
veterinary supplies  
veterinary diets  
animal healthcare products  
pet care



We are proud to sell products and services in our stores across the ACT, NSW, QLD, VIC and WA from our vet clinics, grooming salons and e-comm stores  
[bestfriendspets.com.au](http://bestfriendspets.com.au)  
[mypetwarehouse.com.au](http://mypetwarehouse.com.au)

## Our Services

Our stores also provide:

- grooming salons in every Best Friends store - services include washing and drying, nail trimming, ear cleaning, tidying of problem areas, breed specific haircuts, and more
- a health and wellness centre with dog and cat prescription diets, skin and coat care, parasite prevention treatments
- a Complete Care member program offering free vet consults, health checks and % off store discounts
- a VIP program allowing customers instant access to everyday VIP discounts, offers and events
- puppy pre-school where puppies and their owners learn socialisation from in store trainers
- kitten adoption program that has helped to re-home over 6000 shelter kittens



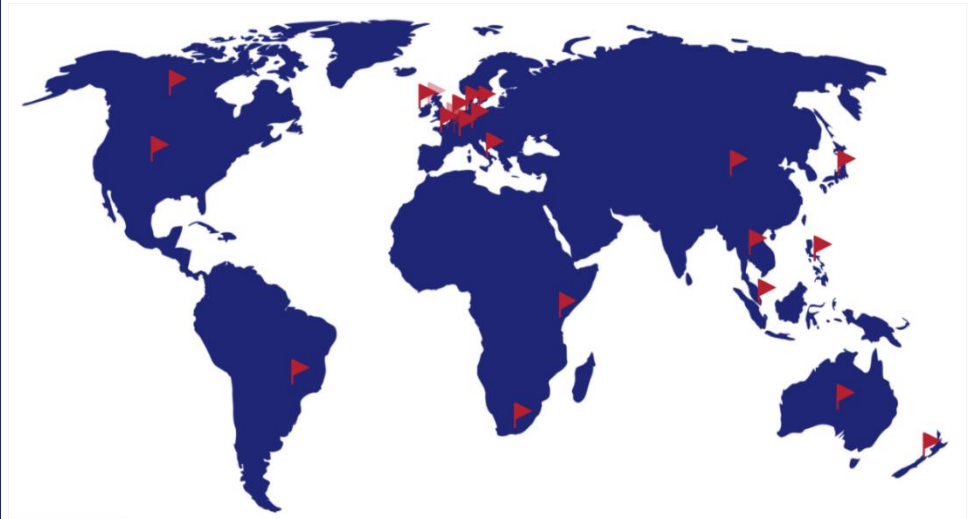
**Our Vet Clinics** cover services including:

- advice, consultations, check-ups and vaccinations
- micro-chipping, desexing, dental care and prescription diets
- full surgery, anaesthesia, pathology including blood tests and X-ray
- treatment for intestinal worms, heartworm and fleas

## Our Suppliers

During FY20, we identified that we source over 40% of our extensive pet product range from suppliers who report that they make those products in Australia. In order to meet our customer needs and demand, we also source pet products from valued supply partners overseas, including: the United States (over 16%), China (over 12%) the United Kingdom and EU (over 10%). We are still working to map out in detail the location of manufacture of over 20% of our product range. We sell pet food and products made in the following countries:

Australia  
Austria  
Belgium  
Brazil  
Canada  
China  
France  
Germany  
Holland  
Ireland  
Italy  
Japan  
Kenya  
New Zealand  
Philippines  
Poland  
Singapore  
South Africa  
Switzerland  
Thailand  
UK  
USA





## 5. Risks of Modern Slavery Practices

### Supply Chain Transparency

During FY20 we commenced a desktop review of our supply chain in order to assist us in identifying modern slavery risks that may be present in our supply chain. We are in the process of reviewing all the information we gathered from our first-round supplier review.

The following indicators were the primary source used to identify and assess potential supplier risk: sector and industry risk, product and services risk and geographic risk.

Within Best Friends Group's supply chains, the following key areas were identified for potential modern slavery and human trafficking risks:

- outsourced and third-party suppliers with factories and employees located in China or undisclosed locations
- products that are made using meat, seafood, cotton and palm oil
- third party suppliers of freight and shipping, distribution, cleaning services, security, construction, store fit outs and logistics
- we are also taking preliminary steps to review goods sourced from our overseas suppliers

### COVID 19 Associated Risks

We are aware that risks of modern slavery may have increased across our supply chains due to the impact of the COVID 19 pandemic.

We are also aware that during COVID-19, visits to factories and other supplier checks may have been more difficult for local Regulators or Governments, which may have increased the risks of modern slavery occurring.

## **6. Actions taken to Address Modern Slavery Risks**

### **Supplier Review and Audit Processes**

We acknowledge that we are early in our program to assess and address modern slavery risks in our operations and supply chain.

We understand that supply chain mapping is critical to the process of identifying and addressing Best Friends Group's risks of modern slavery practices. As a first step, we have started our process of mapping key parts of our operations and supply chains to improve our understanding about what is happening within our supply chain.

We have so far identified that we have over 90 suppliers, many of which are our long term and greatly valued supply partners.

During FY20 we developed and sent a questionnaire to our top tier suppliers to ask for further information on their supply chain and we are reviewing the responses.

### **Internal Policies and Processes**

During FY20 BFG developed and updated some policies and processes to assist us to manage and mitigate its modern slavery risk.

### **Modern Slavery Training**

During FY20 we also developed modern slavery training modules to deliver to relevant team members to educate them and promote awareness around modern slavery issues. The training module includes content on identification of modern slavery, reporting requirements, complex supply chains, modern slavery risk areas and sectors.

## **7. Assessment of the Actions Taken to Address Risks**

We are in the process of developing a set of KPIs for FY21 and practical tools that will allow us to monitor our efforts to address our modern slavery risks over the coming years. We will also be working on where our priority areas for action will be.

## **8. Moving Forward – Our Modern Slavery Goals**

BFG is committed to taking practical steps where possible to address risks of modern slavery that may be identified in its supply chain, including:

### **Modern Slavery Training**

We will continue team member training and awareness processes in FY21.

### **Developing Partnerships and Collaborations**

During FY21 we will be seeking some collaboration with groups that are focused on the management and eradication of modern slavery. We are aware that it will take involvement with these groups for BFG to be part of the modern slavery solution.