

**PINNACLE PET HEALTHCARE LIMITED**

The following disclosures describe how the directors have had regard to the matters set out in section 172(1)(a) to (f) and forms the directors' statement required under section 414CZA of the Companies Act 2006.

The table sets out who the material stakeholders are and the reasons why engagement with them is important, how the directors seek to engage and the key outcomes and actions.

<b>Stakeholder Group</b>	<b>Why it is important to engage</b>	<b>How the directors engaged</b>	<b>Key topics of engagement</b>	<b>The impact of the engagement including any actions taken</b>
<b>Shareholder</b>	We seek to create value for our ultimate and intermediate shareholders by creating strong and sustainable results	Regular financial updates are provided as well as key reports into each area at head office	Engagement on governance and performance	Further engagement on strategy and performance will be undertaken
<b>Customers</b>	The company provides management services for companies in the Cardiff Pinnacle Insurance Group. It is important to ensure the service provided meets with customer expectations whilst being as efficient as possible.	The directors review the budget and performance against this during the year to ensure services are delivered in line with projected cost.  Any issues in performance or customer outcome are escalated to the directors through the various committees in the Cardiff Pinnacle Insurance Holdings group.	Routine engagement on service delivery, customer outcome and cost	No action taken as a result

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Stakeholder Group	Why it is important to engage	How the directors engaged	Key topics of engagement	The impact of the engagement including any actions taken
<b>Suppliers</b>	Our suppliers are fundamental to the quality of the services we provide and to ensuring that as a business we meet the standards of conduct expected of us	The directors provide support for managers who are responsible for their ongoing relationship with their key suppliers. These relationships are regularly reviewed by the Outsourcing Committee with issues eventually escalated to the Risk and Audit Committee.	Review of new supplier contracts to ensure all relationships entered into conform to company standards on code of conduct, security and standards	No action taken as a result
<b>Our communities and the environment</b>	<p>We have a responsibility to help address the challenges facing our society, which is why our CSR strategy aims to support the United Nations' 17 Sustainable Development Goals (SDG's)</p> <p>Our focus is on our people, our community and the environment</p> <p>With that in mind, the company has chosen three SDG's in particular, which we see as core to our CSR agenda:</p> <ul style="list-style-type: none"> <li>• Good health and well-being</li> <li>• Quality education</li> <li>• Climate action</li> </ul>	The directors support management in the establishment of a CSR Action Group with representatives from a broad cross section of the company for the support, development and implementation of key CSR initiatives	<p>The directors support management in their engagement with staff to support charitable initiatives within the local community</p> <p>Review of charitable affiliations</p> <p>Development of environmental policies</p>	<p>The company:</p> <ul style="list-style-type: none"> <li>• Provides 2 days for each employee to volunteer and so contribute towards the 1million hours target set by the ultimate parent for volunteering in 2020</li> <li>• Supports specific initiatives including working with selected local charities in order to raise awareness and help those in need in the local community</li> <li>• Is targeting a reduction in the use of single use plastic and in general waste being sent to landfill</li> </ul> <p>Commenced research into the development of products and services designed to reduce carbon emissions</p>