

Stakeholder Engagement – Section 172 Statement

We are the leading Animal Health company in GB. with an aim to become the partner of choice for our core customer base of vets, traders, producers and animal owners. Our products and services enable pets to lead healthier lives, to protect the human animal bond and help keep livestock to ensure a safe, wholesome and affordable food supply.

This means we operate in a demanding scientific and complex regulatory environment, and in doing so, engage with several stakeholders.

Our Code of Conduct enables our employees to operate with the highest levels of integrity at every level throughout our organisation.

The table below identifies our key stakeholders and how we have engaged with them throughout 2019.

Stakeholder Group	Interests	Business and Director Engagement
	<i>What are their key interests? What issues and factors are important to them?</i>	<i>How did the business and its directors engage with this stakeholder in 2019?</i>
Regulatory Bodies	<ul style="list-style-type: none"> ➤ Sets standards for interactions between industry and NOAH (National Office of Animal Health) ➤ Protect and promote the interests of animals and pet owners ➤ Compliance with financial reporting regulations 	<ul style="list-style-type: none"> ➤ Timely submission of high quality and accurate documentation ➤ Direct, open and transparent engagement on inspections, audits and enquiries (internal and external) ➤ Through industry associations, industry association boards, forums, conferences and meetings
Our People	<ul style="list-style-type: none"> ➤ Values, standards and Ways of Working (WOW) ➤ Competitive and fair compensation, benefits, flexible working, training and development opportunities ➤ Diversity and Inclusion ➤ Health and Safety 	<ul style="list-style-type: none"> ➤ Regular Town Halls ➤ Intranet and email weekly round-up communications across all UK sites ➤ Internal and external surveys ➤ Employee Representative Committees ➤ Office of Ethics - safe to speak up environment
Customers	<ul style="list-style-type: none"> ➤ Advancing science by providing innovative products to address unmet medical needs ➤ Accurate and up-to-date Medical Information on licensed products ➤ Collaboration, Joint Working and Sharing of Information ➤ Health and high-quality care for all animals and pet owners 	<ul style="list-style-type: none"> ➤ Provide technical support to address company knowledge gaps via advisory boards or as speakers for medical education activities ➤ Provision of medical education via resources and meetings, including congress attendance ➤ Promotion of MSD products
Suppliers	<ul style="list-style-type: none"> ➤ Understanding of MSD's strategy and how the supplier can best create value through innovative and new opportunities ➤ Creating a collaborative and trusting environment between the supplier and MSD ➤ That MSD acts ethically and have open and transparent processes ➤ Economic inclusion that supports supplier diversity 	<ul style="list-style-type: none"> ➤ Partner/sponsor with organisations that promote supplier diversity ➤ Engage collaboratively at a regional and global level to leverage enterprise-wide supplier relationships ➤ Work closely with the business to identify current and future needs and identify suppliers that can service these requirements ➤ Supplier Relationship management - manage and develop relationships that meet mutual long-term business objectives

