



PetSmart in Canada

Incorporated in 1986, PetSmart opened its first two stores in Phoenix, Arizona in 1987 and the first Canadian store opened in 1996. Today, **PetSmart is the largest specialty retailer of services and solutions for the lifetime needs of pets** with more than 1,210 stores in the United States and Canada.

Our vision is to provide Total Lifetime CareSM to every pet, every parent, every time. We offer our customers, "Pet Parents," the best products, services, solutions and expertise to help them and their pets live happier lives.

Our Store Associates

At PetSmart, our people make the difference in our success, and teamwork is a big component of how we do business. All PetSmart store associates complete training that provides them knowledge on pet care basics, including proper nutrition, so they can effectively help Pet Parents to find the best products, services and solutions for their pets.

Associates who work with our in-store pets (reptiles, birds, fish, and small pets) are provided further training, including specific pet history, physical characteristics and how to care for the pet. This knowledge enables these associates to help Pet Parents choose the right pet for their family.

Since many PetSmart associates are also Pet Parents, they are combining their passion for pets with their training to become a valuable resource for other Pet Parents.

Our Canadian Stores

We have more than 70 stores in Canada located in British Columbia, Alberta, Saskatchewan, Manitoba, New Brunswick and Ontario. Leashed and vaccinated pets are welcome to shop with their Pet Parent. In fact, an average of 90,000 pets visits PetSmart stores in the United States and Canada on a weekly basis.



To make shopping convenient and enjoyable for Pet Parents, stores are organized by pet species, including distinct sections for: dogs, cats, small pets (hamsters, gerbils, mice, guinea pigs) and specialty pets (reptiles, fish, birds).

On average each of our Canadian stores:

- Employs 20 to 40 full- and part-time associates
- Carries approximately 10,000 products for dogs, cats, small pets, reptiles, birds and fish
- Offers companion pets, such as hamsters, gerbils, guinea pigs, fish, birds and reptiles
- Includes a grooming salon, pet training classes, and designated space provided to local animal welfare partners for the adoption of dogs and cats

In-Store Services

- **Training:** Offered at all PetSmart stores, pet training classes strengthen the bond between pets and their Pet Parents.
 - Specific classes include: Puppy Education, Beginner, Intermediate, Advanced and Click-a-Trick. Private sessions are also available.
 - Pet Parents learn positive reinforcement techniques
 - All trainers have completed PetSmart-accredited pet training, which includes canine behavior, learning theory, problem-solving and handling skills. This comprehensive training program was developed in partnership with expert pet trainers and animal behaviorists.
- **Grooming:** With full-service grooming salons in all PetSmart stores, Pet Parents are invited to watch the grooming process through large windows surrounding the salon.
 - Services include styling, bathing, brushing, nail clipping and ear and teeth cleaning
 - All pet groomers complete extensive training at PetSmart's grooming academy and receive ongoing education and resources to work at the highest standard levels.
- **PetSmart PetsHotel® services:** Providing a safe, interactive environment for dogs and cats, all four-legged guests receive personalized attention and care so their Pet Parents know that their pets are safe and happy.
 - Average PetSmart PetHotel size: 5,000-7,000 square feet
 - Locations in 6 PetSmart stores in Canada. (Visit www.petshotel.petsmart.com for Canadian locations)
 - Each PetSmart PetsHotel also offers Doggie Day CampSM, where dogs can spend the day socializing and exercising with other dogs under the watchful supervision of PetSmart's trained associates.



PetSmart Charities® of Canada



PetSmart Charities of Canada, Inc., (PCCI) is a registered charity that creates and supports programs that help save the lives of homeless pets; raise awareness of animal welfare issues; and promote healthy relationships between people and pets. **Since 1999, PCCI has granted more than \$3 million to animal welfare agencies.** In addition, **through its in-store adoption programs, PCCI has helped save the lives of more than 300,000 pets.**