

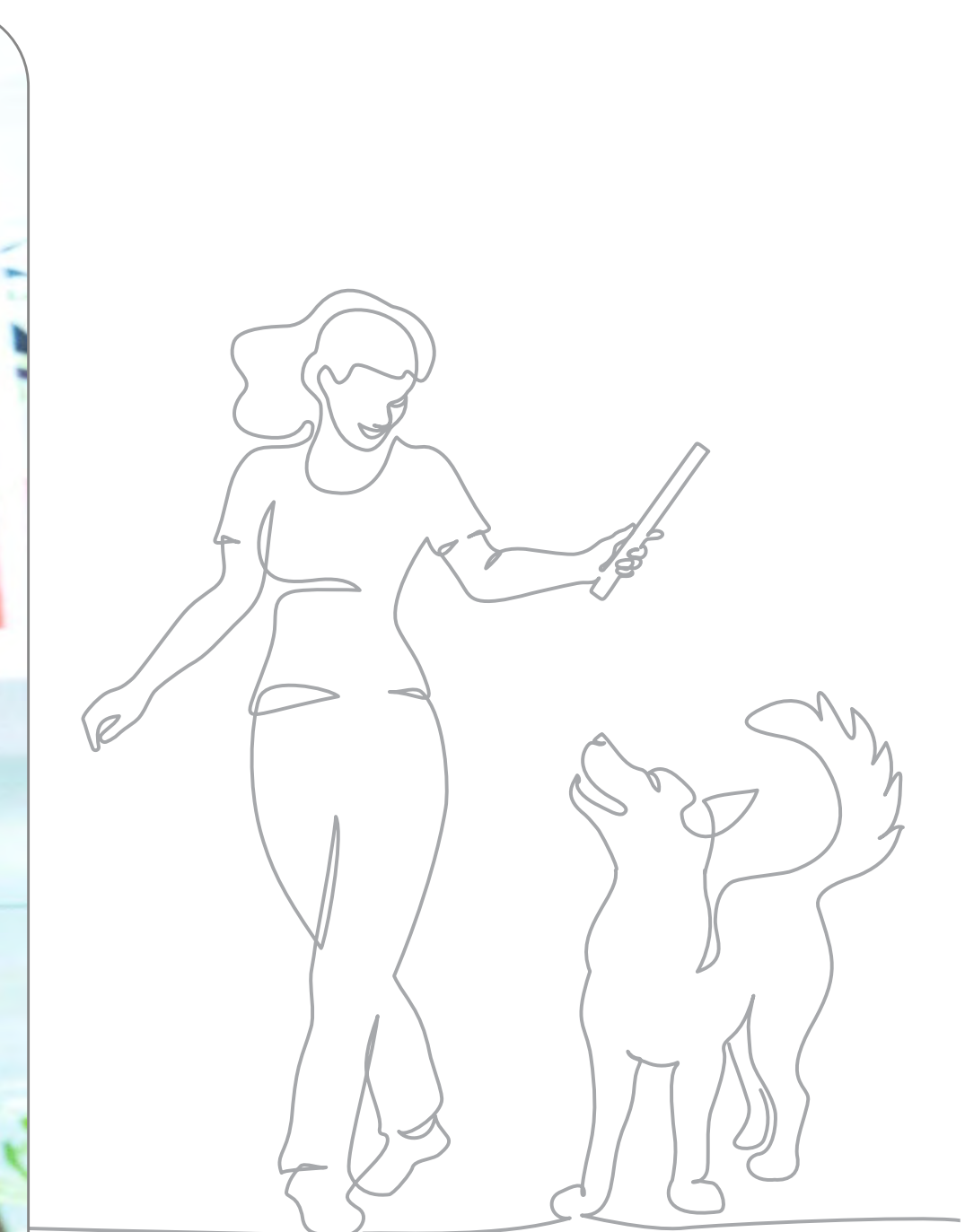
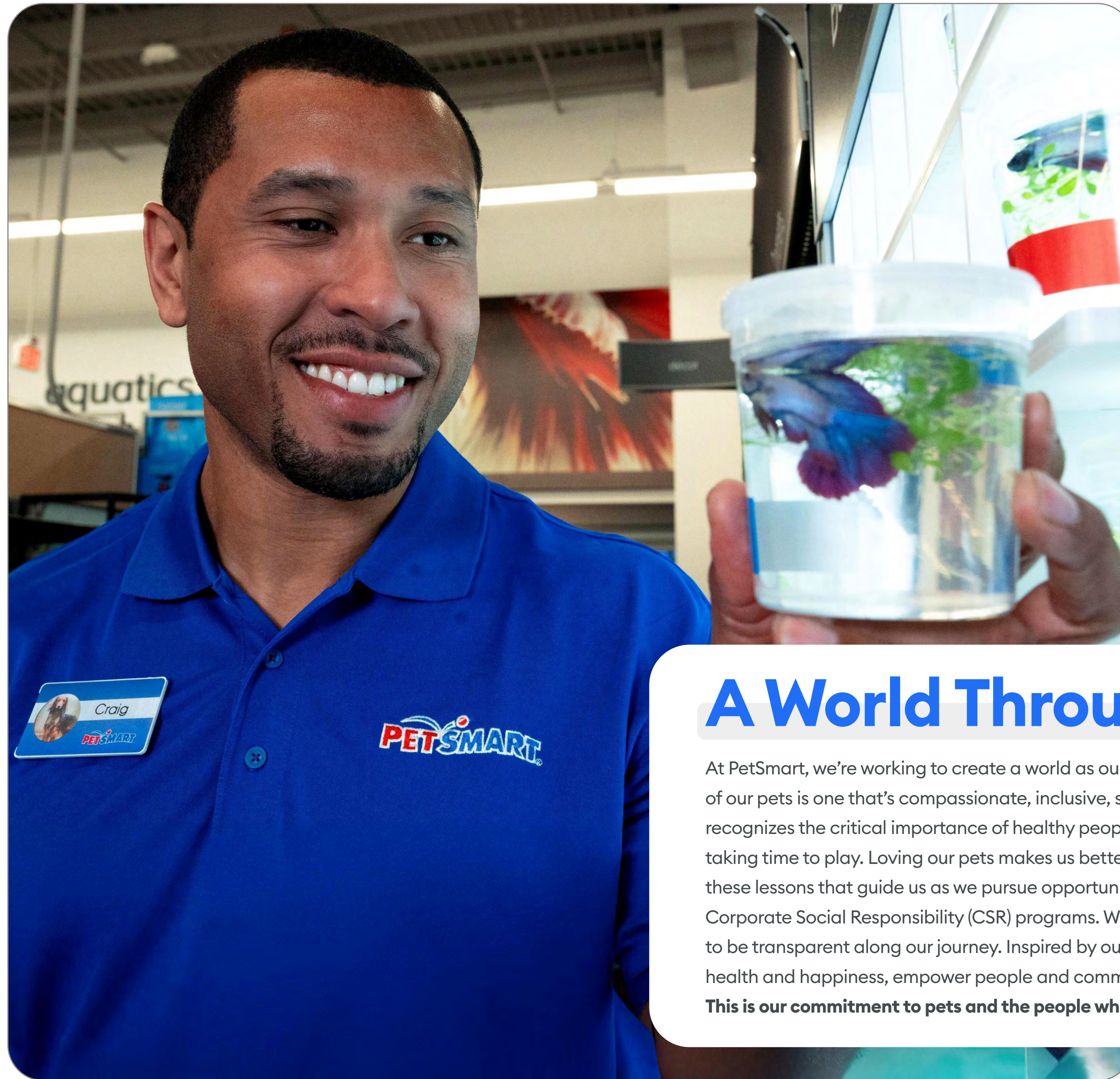


# A WORLD THROUGH THEIR EYES

2024 CORPORATE SOCIAL RESPONSIBILITY REPORT







## A World Through Their Eyes

At PetSmart, we're working to create a world as our pets see it. Because a world through the eyes of our pets is one that's compassionate, inclusive, sincere and community-centric. It's a world that recognizes the critical importance of healthy people and pets, the preservation of our planet and taking time to play. Loving our pets makes us better people, and we learn from them every day. It's these lessons that guide us as we pursue opportunities to have a meaningful impact through our Corporate Social Responsibility (CSR) programs. We won't get it all right, right away, but we will strive to be transparent along our journey. Inspired by our pets, we are making investments to promote pet health and happiness, empower people and communities, and operate ethically and responsibly.

**This is our commitment to pets and the people who love them.**



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## A LETTER FROM OUR President & Chief Executive Officer

### Dear stakeholders:

It is an honor to have joined this remarkable organization as President & Chief Executive Officer in October 2024. PetSmart is a trusted brand with loyal customers in a growth category. We continue to raise the standard for pet care, with a passion for pets that starts with our people.

In my first few months with PetSmart, I have spent a lot of time in our stores, gaining a fuller understanding of how we can continue to drive operational success and deliver for our customers. I have been struck by the deeply meaningful connections between pets, pet parents and PetSmart associates.

I'm excited to be joining PetSmart at a transformational time for our company. Together with our teams, we are focused on developing and executing a winning strategy that deepens these connections and continues to establish PetSmart's reputation as the leading omnichannel pet specialty retailer in North America. By putting our customers first – whether it's in our stores, online or through partnerships in communities across our footprint – we will succeed amidst a challenging and evolving retail landscape.

Our Corporate Social Responsibility framework is an important reflection of our values. It focuses on the needs and expectations of our customers, associates and communities. In 2024, we worked to define new paths for career growth at PetSmart, as well as creating a values-based culture where operating with integrity is always the cornerstone. Through the work

of PetSmart Charities and the PetSmart Associate Assistance Foundation, we built on our heritage of giving back to local communities, supporting our customers, their pets, and each other through challenging times.

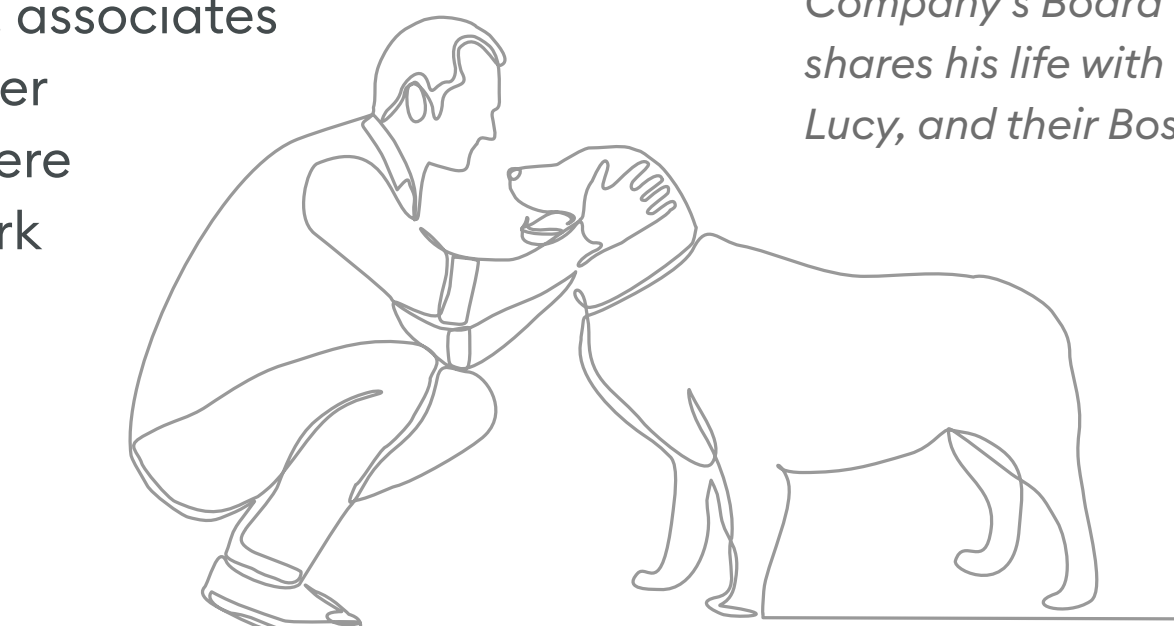
As stewards of PetSmart's beloved brand, we will always focus on doing what's right, so that PetSmart remains a strong company we can all be proud of – now and into the future. This third annual Corporate Social Responsibility report outlines how we are holding ourselves accountable – to the pet parents who trust us with their pets and their hard-earned dollars, to our associates who are looking to us to lead the way, and to future generations of pets and people who will inherit the planet we leave to them.

Sincerely,

**Ken Hicks**

President & Chief Executive Officer

*Ken Hicks became PetSmart's President and Chief Executive Officer in October 2024. Mr. Hicks also serves on the Company's Board of Directors. He shares his life with his wife of 50 years, Lucy, and their Boston Terrier, Skywalker.*







# A LETTER FROM OUR VP, Corporate Social Responsibility (CSR)

Three years since the introduction of our CSR framework, *A World Through Their Eyes*, we're proud to share with you our progress and the ways our strategy is coming to life across PetSmart every day.

We continue to learn from our stakeholders about how we can best advance our commitments to pets and the people who love them. With each year, we're adding rigor and increasing transparency in our work. Throughout 2024, we engaged our investors, business partners, associates, leaders throughout the company, pet parents and advocacy organizations through both a formal materiality assessment and ongoing dialogue. Several themes emerged, and they have helped to shape our strategy and the content of this report.

**The health and happiness of pets is and always will be our north star.** More than 9 million pets come through the doors of PetSmart locations each year. Continuous improvement in our live pet care standards and protocols includes holding ourselves and our vendors accountable. Feedback from leading animal welfare organizations has informed our newly published animal welfare policy. We continue to advance our Vet Assured™ program and our approach to inform the types of species we sell, and where.

**PetSmart is uniquely positioned to address access to pet ownership.** Pet parents love their pets as part of their families and our research shows that they would cut their own expenses before changing the way they care for their pets. To make pet ownership more accessible, in 2024 we continued our work to deliver value in products and services and our support for PetSmart Charities.

**Our associates want us to lead.** Associate voices have always driven progress at PetSmart, and we believe our commitment to CSR differentiates us as an employer of choice. A very large majority of our associates surveyed as part of our materiality assessment said they want PetSmart to be an industry leader in corporate social responsibility, a sentiment echoed by our investors and advocacy partners.

**Collaboration accelerates our progress.** New partnerships in 2024 helped us to better engage pet parents, work toward common goals with our business partners and peers, and advance policies that drive our industry forward. We're excited by the early results of consumer takeback pilots with recycling partners, as well as the eagerness of many of our suppliers to help make sustainable offerings accessible to broader audiences. As a new board member for the Pet Sustainability Coalition, I'm excited that PetSmart can continue to be a strong voice in prioritizing environmental and social governance across our industry.

As we continue to mature our strategy, we are improving how we monitor and report on our progress each year. This report includes details on how we worked to achieve aspirational goals across the pillars of our strategy – **Healthy & Happy Pets, Empowered People and Responsible Stewards**. We are grateful for the robust engagement of our many stakeholders that have supported this work and look forward to continued progress together.

Sincerely,

**Joanne Dwyer**

VP, Corporate Social Responsibility (CSR)







# ABOUT PETSMART



# ABOUT PETSMART

**PetSmart** is the largest omni-channel pet retailer in North America offering products, services and solutions for the lifetime needs of pets. At PetSmart, we love pets and we believe pets make us better people. Every day with every connection, PetSmart's passionate associates help bring pet parents closer to their pets so together they can live more fulfilled lives. This vision impacts everything we do for our customers, the way we support our associates and how we give back to our communities.

Headquartered in Phoenix, Arizona, PetSmart operates over 1,680 pet stores in the United States, Canada and Puerto Rico, seven distribution centers, and over 200 in-store PetSmart PetsHotel® dog and cat boarding facilities. We provide a broad range of competitively priced pet food and products, as well as services such as dog training, pet grooming, pet boarding, PetSmart Doggie Day Camp and pet adoption.

PetSmart and PetSmart Charities work with a network of more than 2,500 shelters and rescues across North America to bring adoptable pets into stores so they have the best chance possible of finding a loving home. Through this in-store adoption program and other signature events, we celebrated our 11 millionth adoption this year, placing more pets with families than any other retail adoption provider.

**200+** in-store PetSmart PetsHotel boarding facilities, Doggie Day Camp play spaces



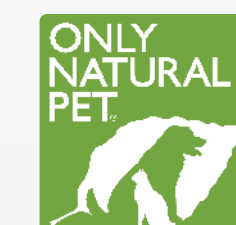
**2.2M**  
overnight  
stays

**410K**  
pet training  
classes annually

Nearly  
**14M**  
grooming  
appointments

**50K+**  
associates who will do  
**Anything for Pets**

**94%**  
of sales tied to  
**Treats Rewards®**  
loyalty program



**Only Natural Pet**  
the first North American pet food  
and treat company to become a  
designated Certified B Corporation

**1,680+**  
pet stores and  
grooming salons  
in the U.S., Canada  
and Puerto Rico

**7**  
distribution  
centers

## 11 Proprietary Brands

Each  
exceeding **\$100M** in annualized  
sales, including

TOP·PAW®

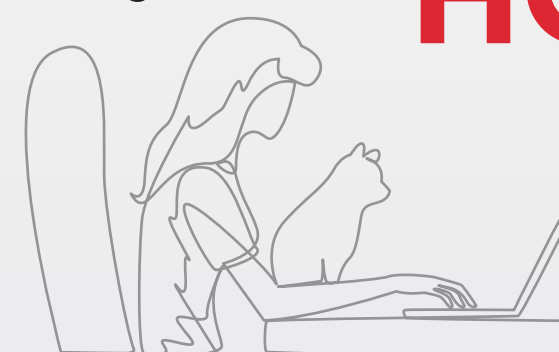


AUTHORITY  
Experts in Nutrition



**HQ**

located in **Phoenix, AZ**  
and Canadian Home Office  
in **Burlington, Ontario**



**Veterinary care in**  
**700+**  
stores,  
including through  
PetSmart Veterinary  
Services® hospitals





## CSR Governance

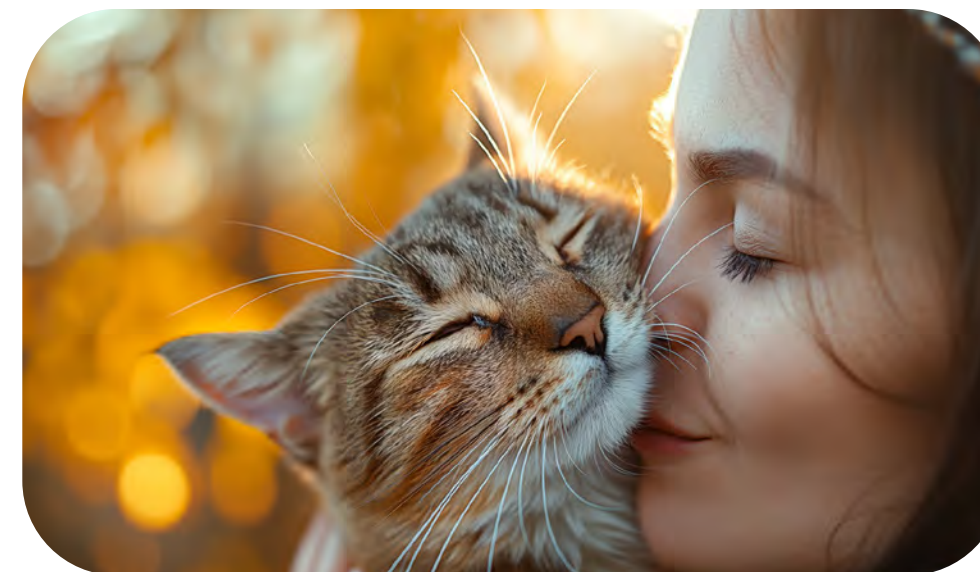
Our CSR strategy is focused on aligning our key environmental and social commitments with our business growth priorities. This includes a strong focus on the health, safety and well-being of people and pets.

Our Executive Leadership Team, including our CEO, is responsible for reviewing our CSR priorities each year, allocating appropriate resources to execute on the strategy; and ensuring accountability and transparency to our many stakeholders, including our Board of Directors. Our Chief Legal Officer & Corporate Secretary incorporates discussion of CSR issues into Board and Committee meetings, as appropriate.

Our Vice President, Corporate Social Responsibility briefs the Executive Leadership Team twice annually on strategic priorities and emerging issues including the regulatory landscape. The CSR team works with subject matter experts across the enterprise to administer programs, implement policies and complete annual reporting.

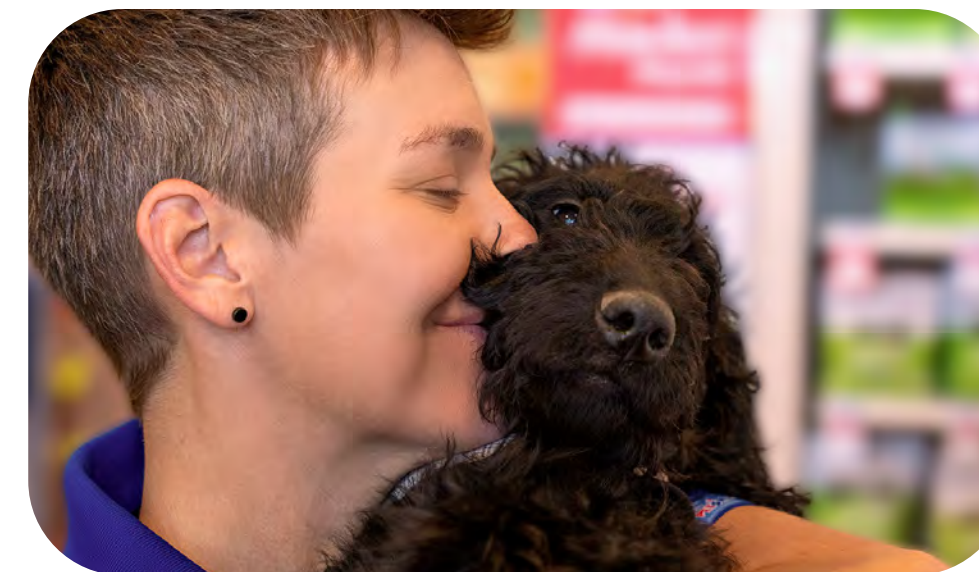
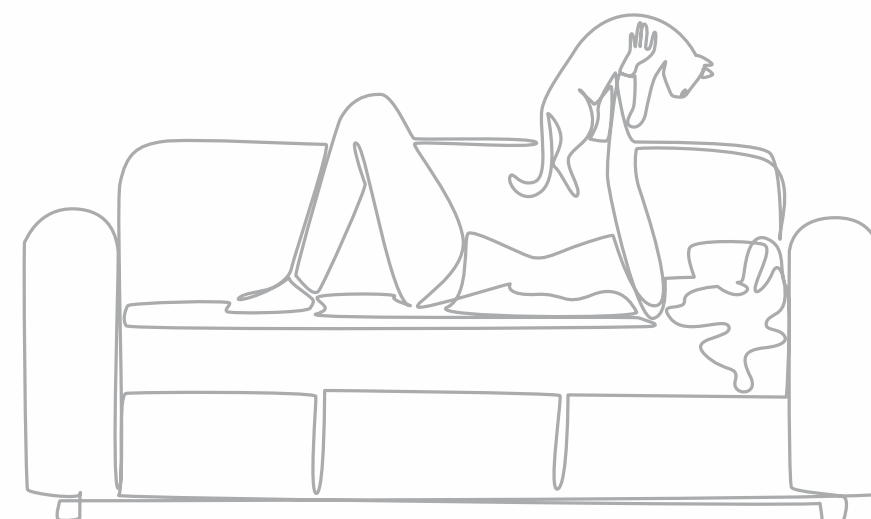
# Our CSR Strategy

Our CSR Strategy, *A World Through Their Eyes*, is inspired by our pets. A three pillar framework encompasses our investments and commitments to promote pet health and happiness, empower people and communities, and operate ethically and responsibly.



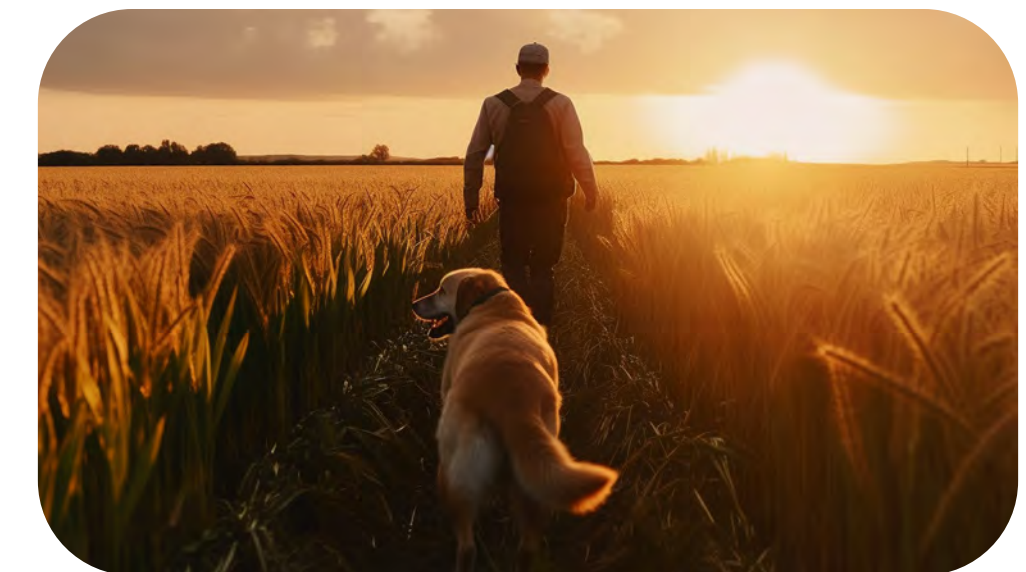
### **Healthy & Happy Pets**

Ensuring the health, safety and welfare of animals in our care and our communities is our foremost responsibility. Through the clinical expertise of our staff veterinarians, our investments in training and education, our drive to provide best-in-class products and services, and our support of PetSmart Charities, we are living up to our brand promise – *Anything for Pets*.



### **Empowered People**

Our 50,000+ passionate associates are the driving force that has made PetSmart the trusted partner to pet parents and pets. They are at the heart of PetSmart and we're committed to investing in programs that support their health and safety, improve their quality of life and experience at PetSmart, develop their professional talents, and celebrate our strong culture of belonging.



### **Responsible Stewards**

We're committed to being responsible stewards of our brand and our planet. We aim for excellence in regulatory compliance and as we grow our company our focus is on operating ethically, responsibly and with increased transparency. This includes our efforts to mitigate our impact on the environment; safeguard human rights and animal welfare across our supply chain; and protect the data privacy of our customers and associates.



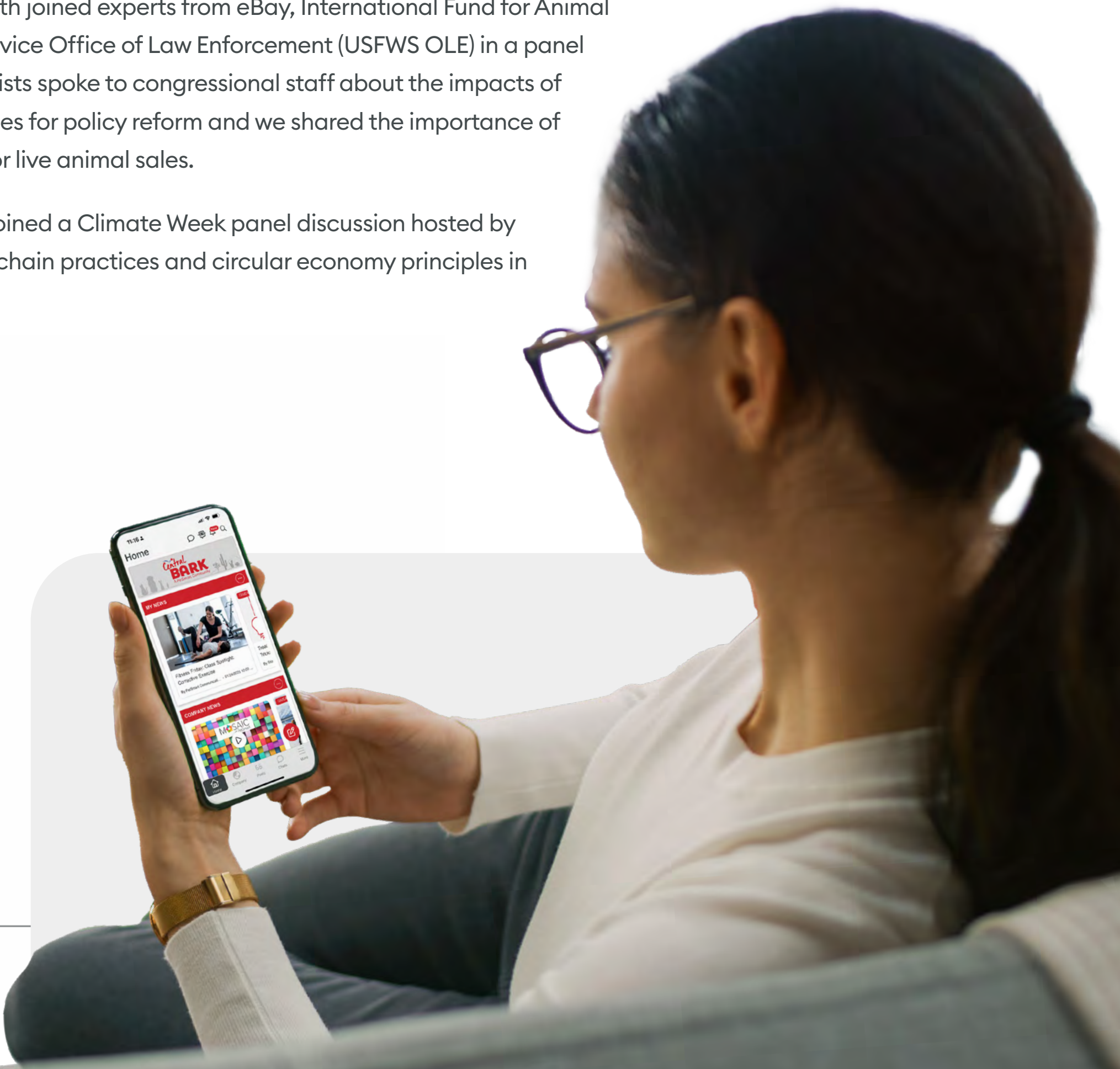
# Stakeholder Engagement

We can't solve the challenges we face alone. Maintaining ongoing, two-way communication with our stakeholders is a cornerstone of our CSR strategy and enables us to be both forward-looking and responsive. In 2024, we engaged meaningfully with our associates, pet parents, business partners, industry organizations, non-governmental organizations and our suppliers.

- We published our [Animal Welfare Policy](#) in March 2025. The policy formalizes and centralizes our commitments to animal welfare and reflects the feedback and collaboration of leading animal welfare organizations, including World Animal Protection.
- Two years after launching our mobile-first communications tool, Central Bark, nearly 80% of PetSmart associates have adopted the platform for information and updates on operations, culture, associate benefits and perks, and more.
- We worked to bring new opportunities for engagement to pet parents in 2024. We became the first national retailer to pilot a West Paw dog toy takeback program in more than 75 stores. Through a partnership with TerraCycle, we are piloting a takeback program for pet food bags in 100 PetSmart stores. Pet food, snack and litter bags are not recyclable through curbside programs, and we are committed to helping find new end-of-life solutions for our packaging.



- PetSmart now maintains a seat on the Board of Directors of the Pet Sustainability Coalition, an organization dedicated to advancing sustainability across the pet industry through collaboration and resource sharing.
- In 2023, we joined Open to All, a national public engagement campaign that makes it clear to our customers that everyone is welcome in PetSmart stores.
- In February 2024, our director of pet health joined experts from eBay, International Fund for Animal Welfare and the U.S. Fish and Wildlife Service Office of Law Enforcement (USFWS OLE) in a panel moderated by World Wildlife Fund. Panelists spoke to congressional staff about the impacts of wildlife trafficking online and opportunities for policy reform and we shared the importance of strong sourcing and welfare standards for live animal sales.
- Our VP, Corporate Social Responsibility joined a Climate Week panel discussion hosted by Royal Canin to share sustainable supply chain practices and circular economy principles in pet food production.





# Material Topics

Our material topics represent the areas where we believe PetSmart can have the greatest impact in advancing our business performance and meeting the expectations of our many stakeholders. In 2024, we refreshed our materiality assessment to identify and prioritize the topics listed to the right. These topics inform the development of our CSR goals, strategy and investments.



## Healthy & Happy Pets

- Pet Care and Treatment in Stores
- Sourcing of Live Pets
- Community Engagement and Philanthropy
- Connecting Pets and Families
- Access to Veterinary Care
- Downstream Impact of Pets Sold



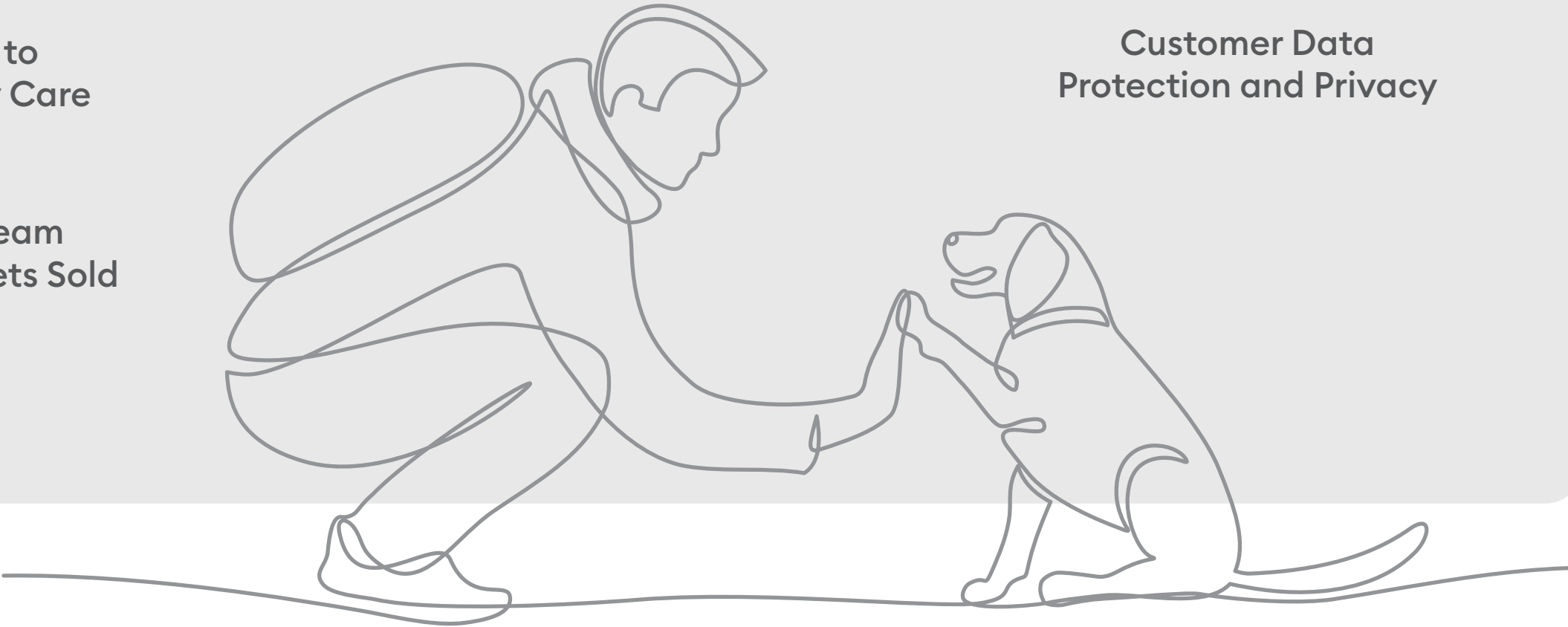
## Empowered People

- Health and Safety
- Well-being and Benefits
- Career Advancement and Development
- Belonging



## Responsible Stewards

- Operational Efficiency
- Product and Packaging Sustainability
- Energy and Climate Action
- Corporate Governance
- Customer Data Protection and Privacy





# Material Topic Definitions

1

## Pet Care and Treatment in Stores

ensuring the highest quality of care and humane treatment for all pets inside our stores, including those for sale, and those participating in grooming, boarding, day care and training services

2

## Health and Safety

ensuring our associates have the tools, training and resources they need to keep themselves and pets safe and healthy while performing their job duties

3

## Well-being and Benefits

providing associates with offerings, competitive wages and benefits that support them in pursuing healthy and fulfilling lives at PetSmart

4

## Sourcing of Live Pets

considering the biodiversity impacts of our pet sourcing strategy, obtaining live pets from humane, ethical sources, and ensuring humane transport and delivery of pets

5

## Career Advancement and Development

professional development and retention strategies that support associates in growing their careers at PetSmart

6

## Community Engagement and Philanthropy

volunteerism and partnerships that support communities and transform the lives of pets and those who love them

7

## Belonging

fostering a culture where every associate feels they belong and can thrive

8

## Product and Packaging Sustainability

designing products and packaging for maximum durability and recyclability, and with consideration of the full product life cycle, including how the sourcing of ingredients and materials impacts pets, people and the planet

9

## Operational Efficiency

identifying opportunities to reduce the environmental impact of our operations, including by reducing waste to landfills, increasing efficiencies in water-intensive practices, and pursuing innovations in logistics

10

## Connecting Pets and Families

fulfilling our mission to help bring pet parents closer to their pets and live more fulfilled lives, by facilitating pet adoption, offering the largest variety of products and services conveniently and affordably, and serving as a trusted resource for pet parents throughout their pets' lives

11

## Energy and Climate Action

reducing our climate impact through GHG emissions reductions and other strategically planned initiatives

12

## Access to Veterinary Care

increasing access and affordability of veterinary care in the communities we serve through innovative models that aim to eliminate barriers for pet parents and veterinary health professionals

13

## Downstream Impact of Pets Sold

programs and initiatives that address challenges and ecosystem impacts of purchased pets being released into the wild by customers

14

## Corporate Governance

operating in an environment of trust, transparency and accountability with principles, policies and procedures that ensure excellence in compliance and business ethics

15

## Customer Data Protection and Privacy

implementing policies and investing in processes and technologies that ensure responsible use and prevent theft of customer data



[A Letter from our CEO](#)

[A Letter from our  
Vice President, CSR](#)

[About  
PetSmart](#)

[Our CSR  
Strategy](#)

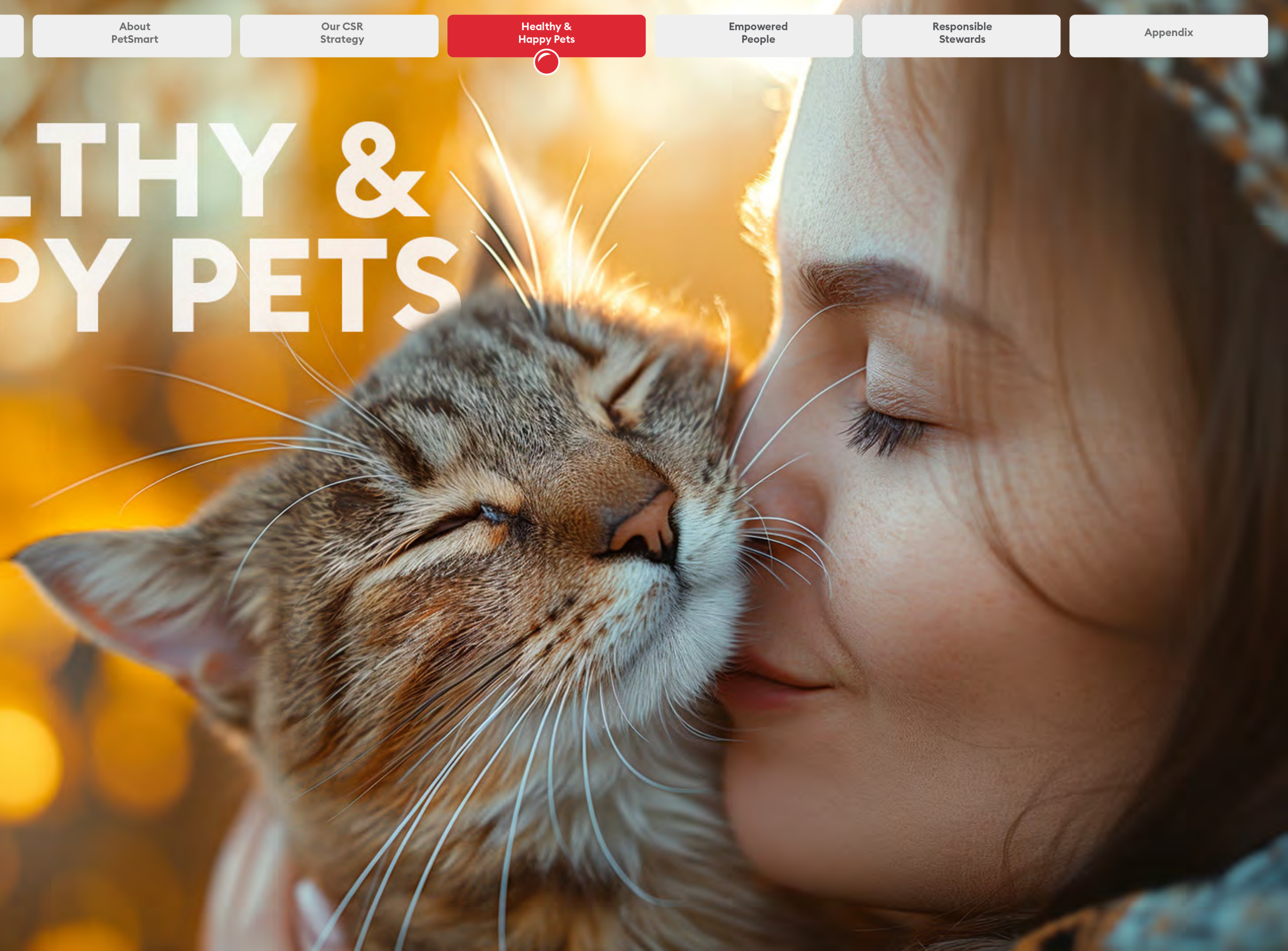
[Healthy &  
Happy Pets](#)

[Empowered  
People](#)

[Responsible  
Stewards](#)

[Appendix](#)

# HEALTHY & HAPPY PETS





# Healthy & Happy Pets

**Every day, PetSmart associates are supporting pet parents with solutions focused on healthy pets and joyful relationships.**

In 2024, more than 6 million pets were entrusted to our care. We live up to the responsibility that comes with this by continuously raising the industry standard for pet health and well-being, whether pets are in our stores, salons, training centers, Doggie Day Camp or PetSmart PetsHotel® boarding facilities.

We also continue to evolve our strategy to ensure that we will always be positioned to put pet health and well-being first. Our unparalleled insights into the needs of the communities we serve, and the needs of every pet, are helping us deliver value, expertise, peace of mind – and fun. This includes ensuring that we have products and services available to make caring for pets more manageable and more accessible.

Celebrating 30 years of impact for pets and pet parents, PetSmart Charities continues to lead the way – not only as the leading funder of animal welfare in North America, but as an innovative champion for expanding access to pet ownership and building healthier communities. In 2024, PetSmart Charities celebrated 11 million pet adoptions through our in-store program since inception, helped facilitate the delivery of millions of pet meals to families facing food insecurity, and made the single largest grant in the organization’s history, focused on expanding access to veterinary care.

## Our Goals

Support the health and happiness of

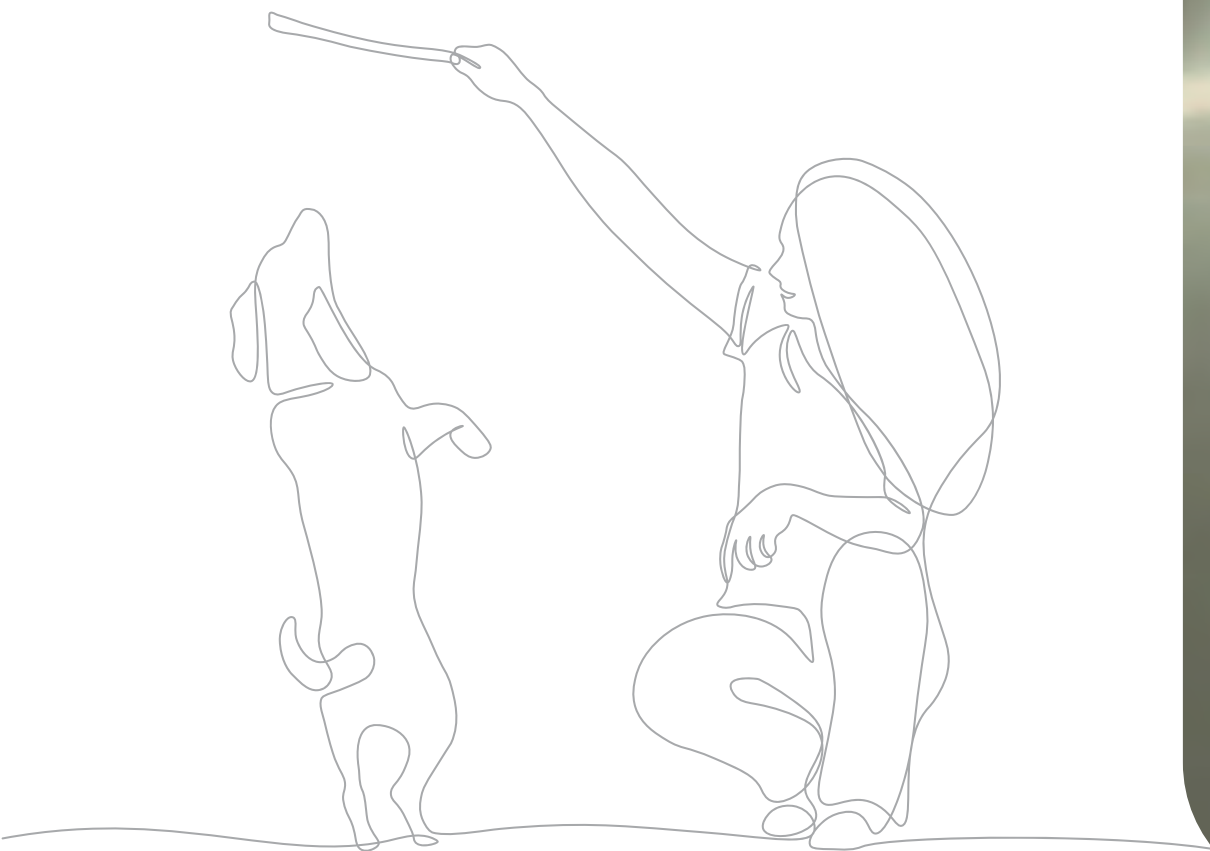
**6M+**

pets annually through high quality care and services

Provide

**1M+**

hours of training each year for associates who care for pets





2024 HIGHLIGHTS

Healthy & Happy Pets

99.9%  
safety rate for services

733K+  
hours of training for associates in pet care roles

600K+  
pets evaluated for key health metrics upon arrival to our stores

38K  
hours spent on pet parent education each week

Ended the sale of 2 fish species  
at risk of outgrowing standard home aquariums

Partnered with Instacart to implement fresh fruit and vegetable delivery for pets at all stores

94%  
of sales tied to Treats Rewards® loyalty program

400K  
pets adopted



# Our Commitment to Pet Health & Safety

At PetSmart, our commitment to the welfare of pets in our care is unwavering. Rooted in the principles of the [World Organization for Animal Health](#) (WOAH) and its “Five Freedoms,” our approach to pet health and safety is informed by our in-house veterinary experts, industry leaders, animal welfare organizations and the latest scientific research. We continuously refine and elevate our pet care, welfare and safety standards.

In 2025, we published our [Animal Welfare Policy](#), outlining our commitments and high standards for animal welfare that extend across our entire supply chain. Our comprehensive Vet Assured™ program prioritizes the health, safety and well-being of pets under our vendors’ care, at every step of their journey to PetSmart. We also conduct rigorous quarterly assessments and audits of pet care practices in our stores to ensure that PetSmart standards are being met for the pets in our care.



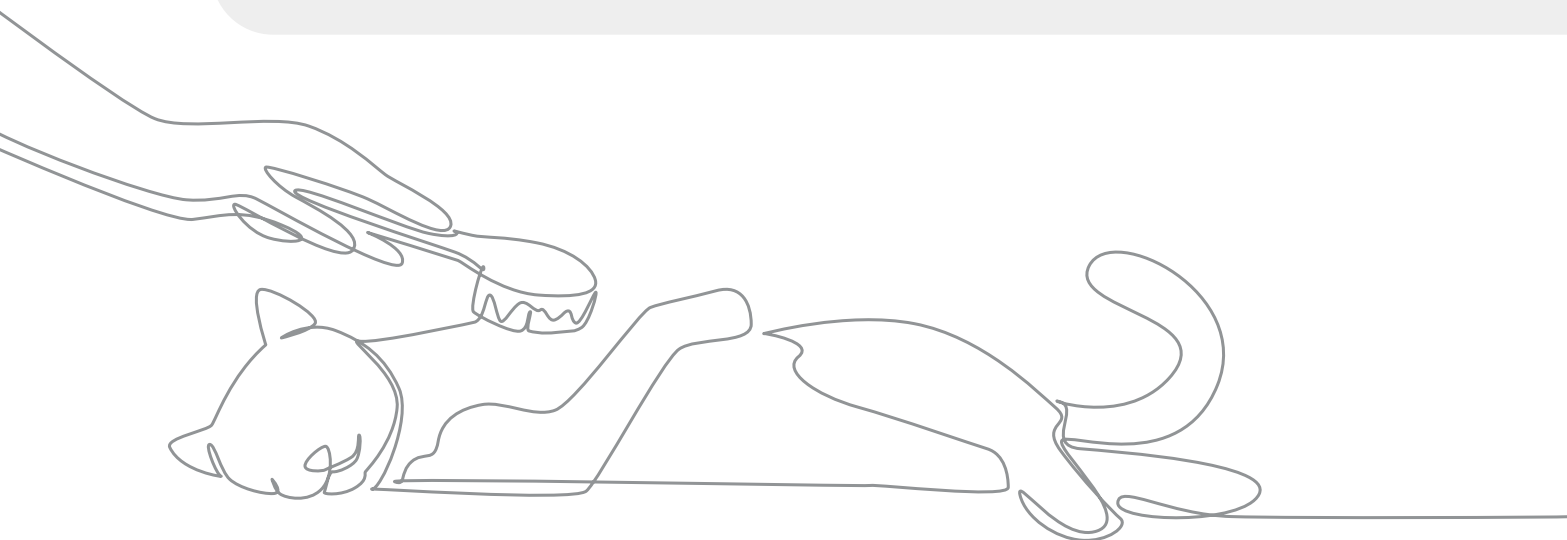
## Advancing pet health and well-being in 2024

**We continue to invest in advanced data tracking and analytics capabilities that support our associates in caring for pets and help us identify trends.** Throughout 2024, our associates evaluated over 600,000 newly arrived pets from our vendors to confirm general health, body condition and body weight using a digital reporting mechanism that allows for epidemiological tracing and treatment of animal populations. This data helps inform our actions to improve the health of pets coming into PetSmart and while they’re in our care.

**Our goal is to find a forever home for every pet we sell.** Sometimes, pets may have longer than average stays in our stores. To encourage adoption of those animals that will make great pets, in 2024 we began testing a new policy for adoption eligibility. Based on pet size and weight, store leaders may use their discretion to reduce the length of stay for a pet in our stores by making them available for adoption.

**To enhance the care of small animals, birds and reptiles in our stores, we’ve partnered with Instacart to provide store teams with an easy and efficient way to order fresh produce.** The program allows stores to order fresh fruits and vegetables for pets in-store, as well as food and beverages for the associate pantry program. While stores have always had the option to provide fresh produce to pets, this automated and standardized process is supporting the early introduction of proper diets for pets, creating new opportunities for pet parent education and ensuring easy access to fresh food, including for our stores in rural areas.

**We invested in upgrading fish life support systems in all our distribution centers,** including upgraded filtration media, new UV systems and electrical enhancements. Fish operations managers and laboratory technicians engaged in 80 hours of advanced training on managing life support systems, fish diseases, handling techniques and more.







**We continue to find new ways to support the health of pets as they are being transported to our distribution centers and stores.** In 2024, we negotiated new contracts with airlines that carry our pets, standardizing high-quality conditions for every trip. We also began tracking, at random, the temperature of pet environments in transit in real-time, providing an added layer of accountability for our courier and delivery services and to ensure the safety of the pets.

## Responsible Pet Sourcing & Sales

**We believe that providing a legal and traceable supply chain for the sale of live pets with accountable vendors and breeders is paramount for responsible pet ownership.** Our specialty pet business includes certain species of fish, birds, reptiles, amphibians, invertebrates and other small animals. These species are constantly evaluated for suitability for pet parents and sales at PetSmart. We do not sell, and never have sold, cats or dogs, which are regularly available for adoption.

For those small pets we do sell, we hold all vendors to high standards, conducting reputational screenings, facility visits and comprehensive audits to ensure responsible care and handling of animals. We require any prospective vendor to agree to PetSmart's Vet Assured™ Program, which details specific animal health and welfare standards, including facility requirements, biosecurity, nutrition, sanitation, veterinary care and disease testing. Led by our team of dedicated veterinarians, the Vet Assured™ Program includes rigorous facility and animal care audits for all new specialty vendors prior to engagement and regularly thereafter to ensure compliance, as well as regular screening for zoonotic pathogens.

**We continuously review the assortment of pets we carry for pet hardiness, sustainability and other environmental or health factors. In 2024, we implemented new metrics into our decision-making process for the types of pets we make available in our stores and applied those metrics to both new and existing pets.** As a result of these metrics and financial impact, we have stopped sourcing Cuban False Chameleons, Fancy Bearded Dragons, several snake species, and skinny pigs that have higher levels of care needs. Similarly, we completed a review of all aquatic pets to better understand opportunities for sustainable sourcing and ideal care in pet parents' homes. We stopped selling fish that can become too large for the average household aquarium, as well as those that are more sensitive to home aquarium conditions.

**The digitization of our new arrival pet health assessment at our stores is also helping us to communicate more quickly and consistently with our vendors.** If we encounter an abnormality in the health of pets arriving at stores, immediate communication with vendors helps to address potential contributing factors quickly. For example, in 2024, we identified that a small, but higher than average, percentage of guinea pigs were arriving at our stores with signs of upper respiratory disease, a condition that can be easily treated in our quiet rooms but that delays the pets from finding a forever home. Upon notification from PetSmart, the vendor was able to immediately identify, address and resolve the concern at their facility by working closely with the breeder and their veterinarian.



# Supporting Responsible Pet Ownership

**Our associates receive training to help prospective pet parents make responsible decisions when considering bringing a new pet into the family.**

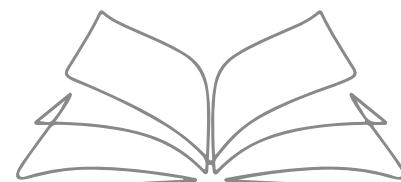
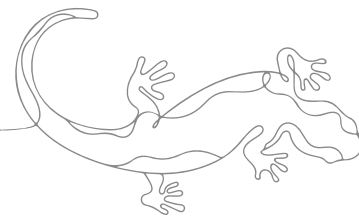
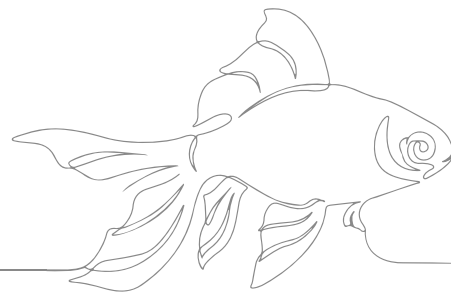
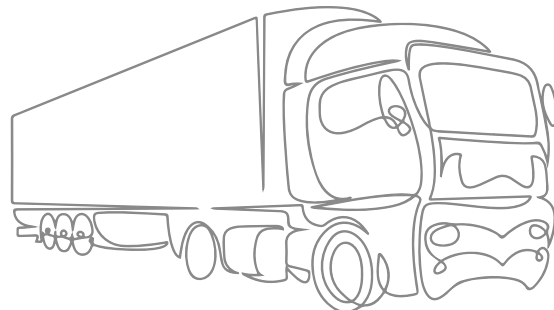
This includes educating pet parents on the level of knowledge, experience and investment required to care for their new pet, as well as ensuring their forever home will meet our habitat requirements. PetSmart's habitat requirements are set by our expert veterinary team and evaluated as updates in scientific literature occur. We empower our associates to deny the sale of a pet if they believe the welfare of an animal may be compromised, or if a pet parent is unable to commit to the level of care required by our standards.





# Our Commitment to Pet Health & Safety

Each year, we proudly care for millions of small mammals, birds, reptiles, amphibians, fish and invertebrates in our stores. Our expert team of staff veterinarians informs our pet care standards, policies and procedures with an evidence-based approach and clinical best practices. We have rigorous protocols, care guides, habitat policies and cleaning standards for the diverse group of animals in our care. Vendors of live pets play a pivotal role in our supply chain, and these standards apply to them as well, as part of our commitment to positively influence the upstream specialty pet supply in the industry.



## 1 Selecting our pet vendors

All pet vendors must comply with all applicable laws and regulations, ensuring legal possession and sale of pets. We maintain the right to inspect vendors' facilities to ensure their standard of care conforms to ours. We conduct due diligence for new vendors and provide ongoing monitoring through scheduled and unannounced inspections, virtual audits and third-party risk assessments.

## 2 Before pets arrive in our care

Our Vet Assured™ program outlines the pet health and welfare standards required of all live pet vendors, and includes species-specific health, well-being and care requirements. Our veterinarians visit every vendor to inspect pets and caretaking operations. We monitor compliance with the Vet Assured™ program on an ongoing basis.

## 3 Transport of pets

All pets must be transported in accordance with the U.S. Department of Agriculture's (USDA) Animal Welfare Act, Department of Transportation (DOT) and International Air Transport Association (IATA) regulations, and our Vet Assured™ program. Additional specifications for PetSmart vendors include temperature regulation, container material and size, providing food and water to pets, and minimizing time spent in transit.

## 4 Upon arrival

Upon the arrival of store-owned pets, associates perform a health assessment, including weight measurements and body condition scoring. A digital arrival health assessment is recorded, helping associates identify potential concerns and simplifying next steps for care. Digitization provides greater visibility into pet health for our teams and helps ensure accountability for vendors.

## 5 While pets are in our care

Store teams perform daily walks to monitor pet welfare and habitat cleanliness, and store and district leadership teams conduct weekly and quarterly walks. Our internal audit team visits up to 500 stores annually to verify compliance with our rigorous standards and policies. Robust isolation and care protocols are in place for any pet discovered to be ill or injured.

## 6 When pets are sold

Our associates receive training to help prospective pet parents make responsible decisions when considering a new pet. This includes pet parent education on the level of knowledge, experience and investment required to care for their new pet, and ensuring their new home meets our habitat requirements. We empower associates to deny the sale of a pet if they believe its welfare may be compromised, or if a pet parent is unable to commit to the level of care our standards require.

## 7 Bringing pets home

Species-specific care guides help pet parents ensure they leave our stores with the items they need to care for their pet. The Learning Center at PetSmart.com provides additional useful care tips and pet care articles. We also offer easy access to high quality veterinary care for pets in many of our stores, with the largest existing base of in-store veterinary hospitals of any pet retailer.

## 8 Meeting the lifetime needs of pets

As the trusted partner to pet parents, we provide expert advice and resources that help pets and their families thrive together. Whether it's counseling prospective pet parents, helping to find the right nutritional options or connecting them with veterinary services, pet parents know they can turn to PetSmart throughout their pets' lifetimes.



# The Most Hands-On Instruction & Training in the Industry

## 733K hours of training to care for pets in 2024

While we believe one pet injured is too many, today our services are performed at a safety rate greater than 99.9% – that’s less than a 0.1% injury rate for pets in our care. Our safety rate is driven by a commitment to continuous improvement; and ensuring our associates have the training and resources they need to master proper pet care and keep themselves and pets safe and healthy.

In 2024, we tested a new store operating model, modernizing our approach and providing more flexibility in how our stores operate. In addition to ensuring store associates have time for the tasks that matter most, including pet care, the new model also introduces more defined career paths at PetSmart. Under the new model, associates are cross-functionally trained to care for pets, whether they are in our stores or coming for services.

**We’re proud to train more pet specialists, with more extensive training, than any other pet retailer in North America.**

In addition to maintaining existing training programs, in 2024 we created foundational education for associates on more than 100 new initiatives.



### Pet Care Onboarding

Onboarding training for all new store associates includes 16 hours of facilitator-led, hands-on pet care training.

### Annual Pet Safety Certification

Required for all leaders and associates caring for and interacting with pets in our Services areas, annual certification focuses on both foundational and trending safety and pet care topics. Examples in 2024 included pet injury prevention, proper pet restraint, hands-on pet assessment/evaluations, and pet training classroom management.

### Annual Pet Care Recertification

Required for all pet care associates and leaders, with rotating topics informed by current pet health and safety data

### Pet Incident Prevention Program

Provides retraining for associates in response to an incident and/or injury trends

### Grooming Academy

Our groomers receive up to 800 hours of training to learn pet safety, breed characteristics and proper grooming techniques

### Cat Academy

Additional training and toolkits focus on improved safety when grooming cats

### Continued Education

We provided monthly continuing education for all associates on foundational and trending topics related to safety, merchandise, operations and more. Services associates are also provided with additional, quarterly continuing education. In 2024, we hosted virtual, instructor-led training for more than 400 participants.

### Pet Safety Seminars

In-person, full-day sessions responsive to safety trends in salons; we held more than 35 seminars in 2024, reaching more than 750 salon associates

### Central Bark

Our intranet spotlights educational and safety awareness topics with themed video content released monthly. In 2024, over 120 posts related to safety received more than 55,000 views on Central Bark.





# Leadership in Veterinary Care

It is estimated that nearly 50 million pets across the United States are not receiving basic veterinary care. Barriers to care include financial constraints, transportation challenges, language differences and geographic location. PetSmart offers access to the largest base of veterinary hospitals of any pet retailer, with over 700 hospitals in our stores across the U.S., Canada and Puerto Rico. Pet parents value the ability to meet all their pet care needs in one convenient location and today more than half of U.S. families can reach a PetSmart location within 10 miles from home.

## Driving access to care in 2024

- > Vaccinations are an important part of preventive care for pets. Through a partnership with ShotVet, in 2024 we hosted more than 7,300 vaccination-only clinics in 458 hospitals across the U.S., serving more than 65,500 pets. Pet parents are able to reserve their appointments digitally, enjoying savings and flexibility by packaging required vaccinations together or choosing only the vaccination their pet needs.
- > Where permitted by law, we are exploring the use of telehealth services to provide quick and convenient veterinary advice when issues arise with the pets in our care. Working with a third-party telehealth provider, in 2024 we provided our stores with access to virtual veterinary consultations for pets in our care in 138 stores in Canada. Of the more than 1,900 consultations, 98% resulted in stores receiving the counsel and care they needed without having to visit a veterinarian in person.

[Learn more about how the work of PetSmart Charities is increasing access to veterinary care](#) with community partners that extend care beyond our brick-and-mortar offerings.



Launched in 2022, PetSmart Veterinary Services (PVS) offers veterinarians an opportunity for independent business ownership through an accessible and highly supportive franchise model. At the end of fiscal 2024, 40 PVS locations were operating across 17 states and Puerto Rico. Twenty-three are in the process of achieving American Animal Hospital Association (AAHA) accreditation, a requirement for all PVS hospitals within 18 months of opening. AAHA is the only veterinary accreditation program in the U.S. and Canada and only 15% of all practices carry this distinction.

In 2024, we began applying key learnings from our existing PVS owners to ensure we are setting future franchisees up for success. In addition to more than 11 weeks of virtual training prior to the opening of a hospital, each franchisee is required to attend in-person training following the execution of a franchise agreement, providing an opportunity for in-depth review of permitting and licensing, business set-up and reporting, hiring and staffing, and key hospital benchmarks. We have increased the time between execution of franchise agreements and opening of hospitals to allow for additional planning and training. On-site training prior to a hospital's grand opening focuses on operational success.

PVS works to establish itself as a leader and trusted resource in veterinary practice ownership through its presence at major professional conferences, engaging veterinarians, students and other industry leaders in non-traditional ownership models, leadership and business readiness for veterinarians. The PVS team also actively engages in the AVMA Mentor Program, supporting the next generation of veterinarians as they transition into their career.





# Living Joyfully, Together

The benefits that pets bring to our lives are well documented – from easing loneliness and supporting improved mental health, to promoting exercise and healthy aging. When pet parents are supported in caring for all their pets’ needs, their families – and society at-large – are positively impacted.

Consistent with retail trends, pet parents’ purchasing habits continued to be driven by value in 2024. We advanced several priorities that we know are important to pet parents and to the growth of our company – with a specific focus on our digital and services offerings, as well as offering sharper price points across our product assortment. Throughout 2024, we introduced price reductions on thousands of items, primarily those purchased most frequently, to give pet parents more value and make it easier for them to meet all their pets’ needs at PetSmart.



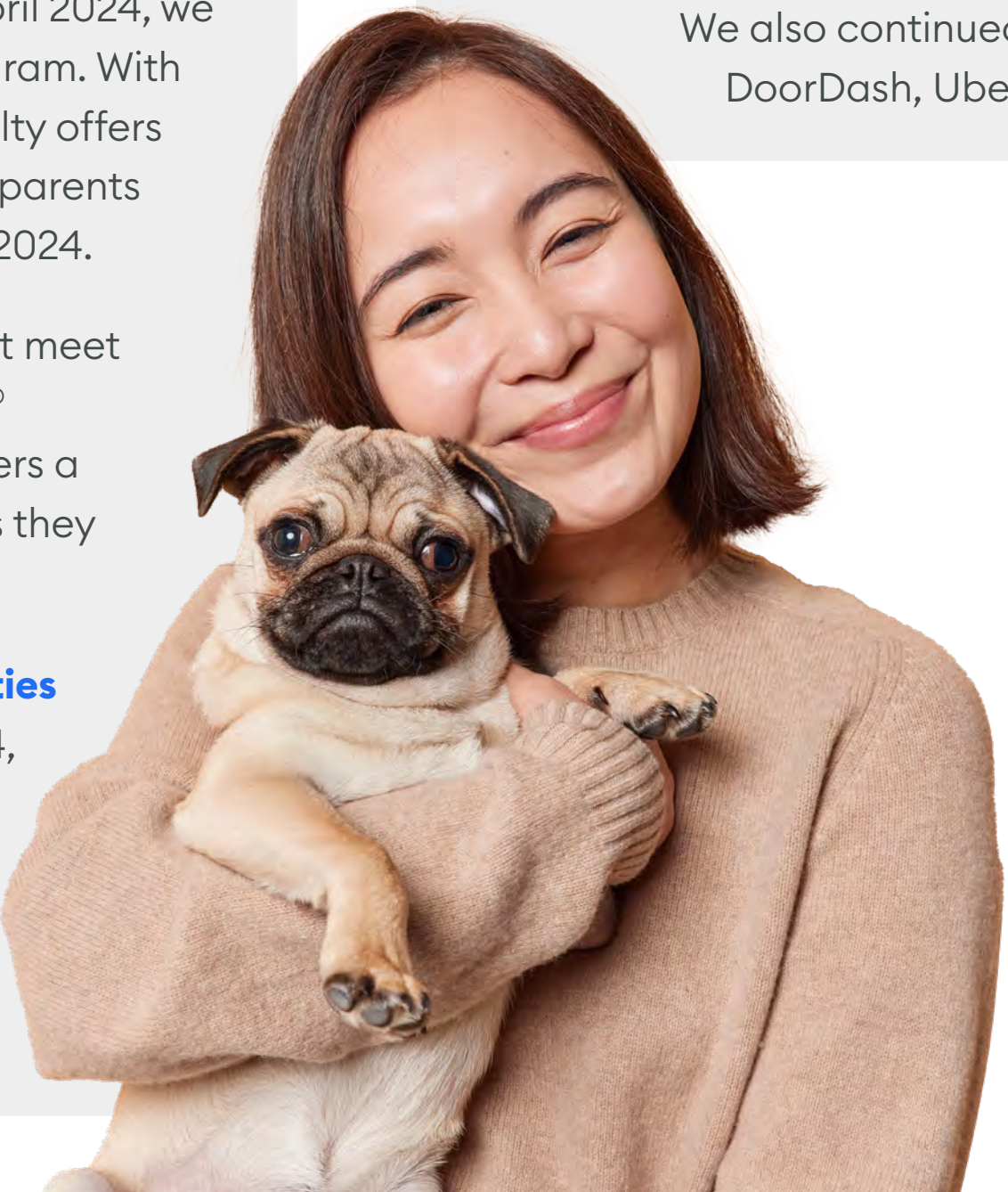
In partnership with our associate resource group SERVE, and for the third year in a row, our **Treats Rewards® program was proud to honor veterans and their families with a \$25,000 donation from PetSmart to K9s for Warriors**, which helps pay for the entire training of a dog and veteran.

## Treats Rewards®

**Since the launch of our loyalty program in 2018, we’ve experienced significant growth, with tens of millions of members and approximately 94% of sales connected to a loyalty account.** In April 2024, we made life with pets even more rewarding with the launch of the Treats Rewards® loyalty program. With a focus on creating an easier experience for pet parents to navigate, earn and redeem loyalty offers and points, the Treats Rewards® loyalty program is free to join, with immediate benefits. Pet parents are finding the program easier to use and program satisfaction reached an all-time high in 2024.

Through price reductions, increased frequency of meaningful offers, personalized offers that meet the needs of each pet parent, and new offerings for specialty pets, monthly Treats Rewards® shoppers saved an average of \$123 annually in the U.S. and Puerto Rico. By offering customers a \$10 reward for second and third visits to our salons, we delivered more value to customers as they established healthy routines for their pets.

**The launch of the Treats Rewards® loyalty program also made donating to PetSmart Charities more rewarding, with members now earning 2x points when they donate.** Throughout 2024, Treats loyalty members donated more than 77 million points to help PetSmart Charities keep pets and families together, fight pet hunger and expand access to veterinary care, an increase of more than 220% over the previous year. Our popular Chance & Friends donation program, which includes a \$1 donation to PetSmart Charities for each plush toy purchased, resulted in \$2.9 million donated.



**For many pet parents, value also means convenience. In 2024, we focused our digital offerings on the many different ways that pet parents shop.**

We now offer ship-from-store capabilities in two-thirds of our stores, enabling more than 90% of online orders to come directly from our stores and reach pet parents more quickly.

We also continued to grow our partnerships with third-party delivery services including DoorDash, Uber Eats and Instacart for same-day delivery.

**In 2024, we launched a partnership with Shutterfly, giving Treats Rewards® members access to free products that celebrate the joy of life with pets on personalized ornaments, calendars, tote bags and mugs.**

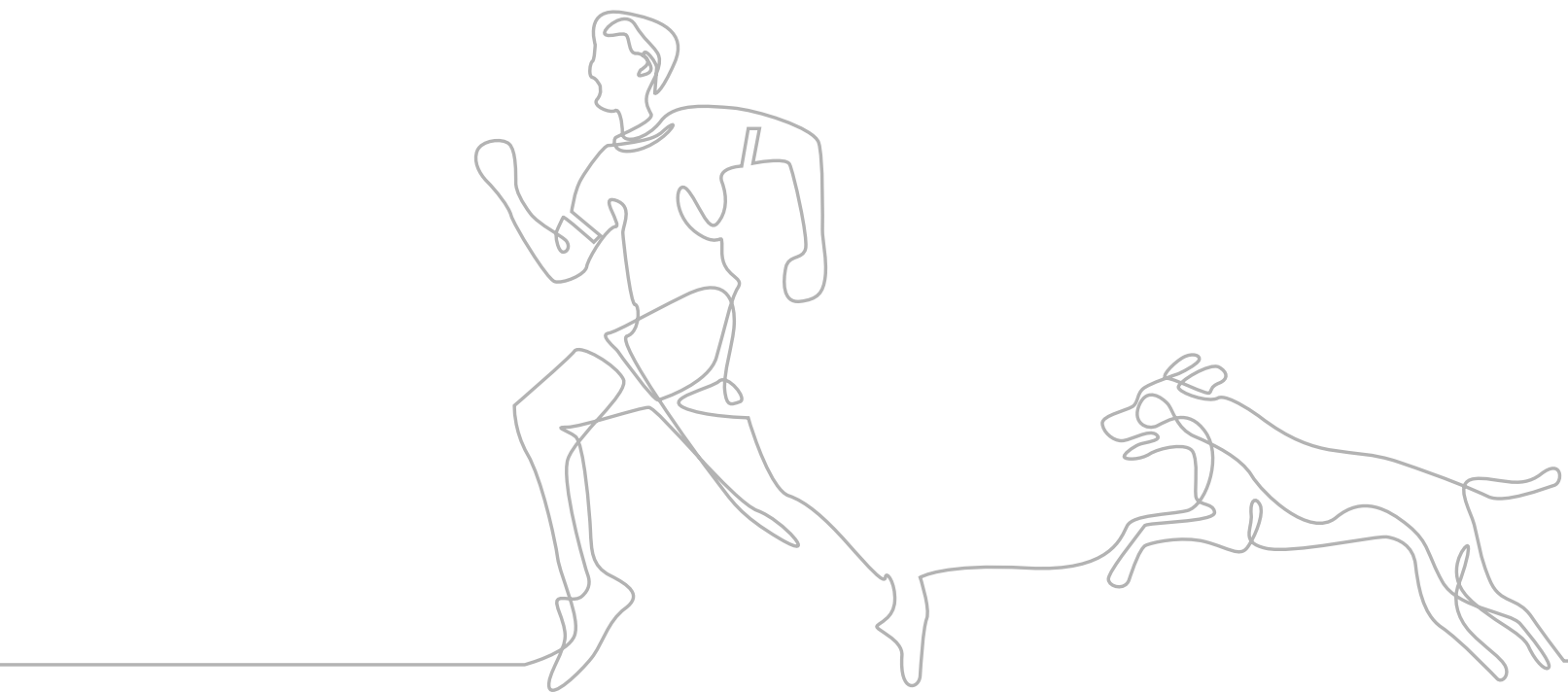




# Products for Healthy Pets

In 2024, our Healthy Pet Advisory Council (HPAC) reviewed and discussed a number of topics including: nutritional strategies to combat pet obesity; emerging sustainability opportunities in the areas of pet food ingredient use and processing; regulatory and food safety updates; key ingredients and research in supplementing cognitive health; and dental health innovations. We incorporated a number of recommendations from the HPAC in 2024, including optimizing fiber and calcium levels and modifying calories and healthy fats in various product formulations.

We continuously explore product innovations and ingredient formulations to support pets and pet parents in living healthier and happier lives. We launched several new products in 2024.



Introduced in August 2024, our new proprietary supplement brand **YumWell**® provides pet parents with easy-to-give supplements made from quality ingredients.

Designed, assembled and serviced in the United States, **Litter Robot** self-cleaning litter boxes also provide cat parents with important health insights, including weight monitoring and bathroom irregularities. Litter Robot is available in over 1,000 PetSmart stores.

**West Paw** dog toys are made from 88% zero-waste Zogoflex and 12% reclaimed ocean-bound plastic, and don’t contain latex, phthalates or BPA.

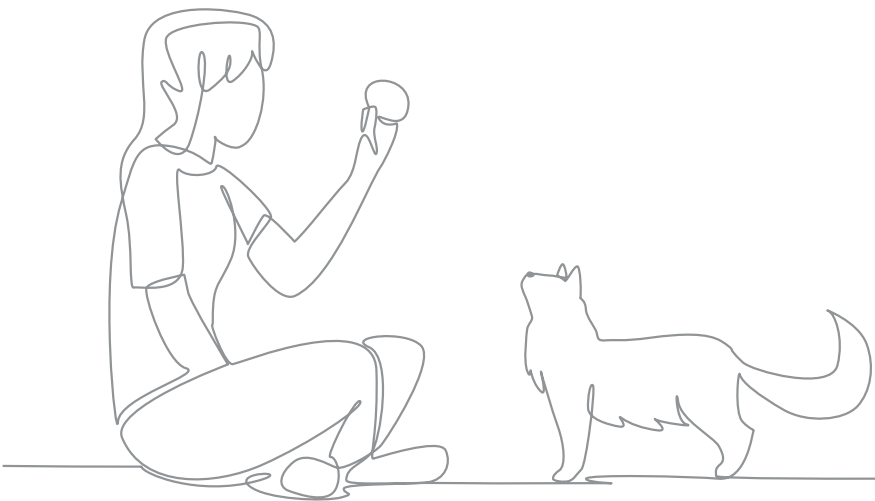
**Woof**, The Pupsicle Treat Dispensing Toy, is a long-lasting, refillable treat dispenser that offers enriching and healthier play. Woof pupsicle refill pops feature vet-formulated recipes with superfoods and ingredients including salmon oil, glucosamine and green-lipped mussel.

**Furhaven** calming beds soothe anxiety and promote deeper and more restorative sleep for dogs and cats.





# 30 Years of Impact for Pets & People



In 1994, the founders of PetSmart committed to not selling cats and dogs in our stores, instead inviting local animal shelters and rescue nonprofits to bring adoptable pets into PetSmart stores for adoption events. This bold decision has delivered incredible results. Thirty years later, along with our partners, PetSmart Charities celebrated 11 million pets placed through in-store adoption programs.

While our focus on matching pets and families continues, we also work to identify emerging needs across the pet industry. Today PetSmart Charities is making significant investments to not only connect pets and people, but to keep them together – with support for access to veterinary care, pet hunger and disaster response.

Our approach to funding the work our partners execute on the ground is catalytic. PetSmart Charities focuses on innovation, proving new models, and taking risks that smaller local groups could not easily manage. Once a pilot program has the data to prove results and best practices are developed, we share that information to inspire replication.

11M+

pets adopted

2,300

partners across our shelter network

\$600M+

in grant funding awarded

## INNOVATION IN REHOMING

Families sometimes need to make the difficult decision to rehome their loving pet for unique circumstances. To support pet parents in finding a new home and keep these pets out of shelters, in 2024, PetSmart Charities teamed up with Adopt-A-Pet to offer the ability for pet parents to rehome a pet in a neutral space – PetSmart.

After families use PetSmartCharities.org to connect with interested adoptive parents, available spaces in PetSmart stores serve as a quiet meeting area for both parties to discuss, align, and even meet the pet. If the rehoming pet parent agrees to have the applicant adopt the pet, PetSmart associates provide the new family with a free Adoption Kit and help them find any needed items before they head home with their new family member. In 2024, we piloted this new program in 34 locations and supported the rehoming of 1,400 pets.



**AS THE 11 MILLIONTH PET ADOPTION,** Jon Pepper adopted Sammy through a PetSmart Charities adoption event in Philadelphia. During National Adoption Week in October, nearly every PetSmart store across the U.S. and Puerto Rico held adoption events, resulting in the adoption of over 19,000 pets.



# Access to Veterinary Care

**More than 60% of American homes include pets, but not all pet parents have sufficient means to provide veterinary care for their animal companions.** This can result in tragic decisions that impact families and communities when too many pets either go without necessary care or enter the shelter system instead of staying in loving homes. In 2023, PetSmart Charities made a \$100 million commitment over five years to improve veterinary care models and improve equitable access to the care pets need to thrive.



Our **“Incubator” grant portfolio** supports partners that are working to increase access to veterinary care in historically excluded communities in the U.S. and Canada that previously had little to no access to veterinary care. In 2024, 38 grantees developed an understanding of unique community assets, needs and barriers to accessing veterinary care. Alongside their communities, they developed and implemented customized solutions.



In 2024, PetSmart Charities invested over \$11 million in low-cost clinics in the U.S. and Canada through its **“Accelerator” grant portfolio**, ensuring that veterinary care is available and affordable in communities where there is a pressing need for low-cost veterinary care.



**Through a \$6 million grant**, PetSmart Charities has permanently funded the PetSmart Charities Endowed Chair in Accessible Veterinary Care at the University of California, Davis, School of Veterinary Medicine. UC Davis’ Accessible Veterinary Care programs have helped advance new models of care in the veterinary profession, and the Endowed Chair establishes a position to further develop those models and provide leadership nationally. The partnership marks a sustaining investment in addressing the many barriers to care for pet parents, including rising costs, a shortage of practitioners, regulatory challenges, language and outdated payment models.



*Dr. Emily McCobb*  
DVM, MS, DACVAA

In August 2024, Dr. Emily McCobb, DVM, MS, DACVAA was named the **inaugural PetSmart Charities Endowed Chair in Accessible Veterinary Care** at the University of California, Davis, School of Veterinary Medicine.

**Since taking on this inaugural role, Dr. McCobb has:**

- > Joined student-run clinics and engaged teams and leaders working to improve access to care;
- > Delivered direct care to more than 500 pets;
- > Launched two new research collaborations;
- > Attended many conferences and meetings to share her expertise and provide feedback on ongoing initiatives at PetSmart Charities.





# Keeping Pets & Families Together

**Pets are family — and keeping them together when times are tough is essential to building healthy families and communities.**

In the event of large-scale natural disasters, PetSmart Charities activates specific funding designated to responders that support relief, response and recovery efforts for pets. In 2024, over \$1 million in grant funding supported essential pet shelter supplies and infrastructure, reunification efforts, and resources for volunteers and staff aiding pets in affected areas.

In the aftermath of Hurricanes Helene and Milton, PetSmart Charities provided more than \$600,000 in grant funding to organizations providing search and rescue efforts and other critical relief for pets and their families in affected areas. Pet parents from across the U.S. joined us in these efforts: an in-store disaster response fundraising drive raised more than \$180,000 to support pets, families and communities impacted by the hurricanes.

90%

of pet parents say they wouldn't leave their home during a disaster if they couldn't bring their pets with them.

[Source: PetSmart Charities](#)

As the Los Angeles area continued to be impacted by wildfires, PetSmart and PetSmart Charities® supported the immediate financial needs of local animal welfare organizations and provided pet parents with essential pet supplies to replace left or lost items. In the days following the fires' outbreak, PetSmart Charities opened an initial \$250,000 in grant funding through its Disaster Relief Fund to help animal welfare groups in Southern California. Thanks to longstanding relationships in the region, funds were immediately distributed to six organizations, including Los Angeles Animal Services and the Community Animal Medicine Project to support in providing shelter, medical care or staffing. PetSmart also donated essential daily pet products, transportation crates and food to Greater Goods Charities to be distributed by community organizations on the ground. PetSmart customers were also able to support pet families in need by donating Treats Rewards® points to PetSmart Charities' relief efforts.



PetSmart Charities' grant of \$2.25 million to the American Red Cross over the last three years has helped to ensure families and pets can stay together during a crisis. The grant seeded the integration of pets into the Red Cross client management system, RC Cares. Pets are now recorded as part of the family, allowing the organization to provide services to all family members in disaster situations. Additionally, through the partnership with PetSmart Charities, the American Red Cross fostered relationships with national and local animal welfare organizations to create pet-centric training and sheltering models for Red Cross staff and volunteers. Those in need of a pet-friendly shelter can now use the American Red Cross Sheltering Services website to find a location that can accommodate the entire family. In 2024, the Red Cross facilitated over 14,500 overnight stays for pets in shelters, thanks to support from PetSmart Charities.



As a Regional Recovery Manager for the Red Cross, Megan Sylvester has led the effort to ensure pets are included when assisting families after a disaster in Red Cross' Northern Ohio Region. The Northern Ohio Disaster Assistance Team has helped hundreds of families recovering from a disaster access resources for pet food, bedding and other services.



## ADDRESSING HUNGER AT BOTH ENDS OF THE LEASH

With over 47 million people across the U.S. experiencing food insecurity, hunger impacts 100% of communities across the nation. In 2024, food banks reported increased pressure from the growing number of people experiencing food insecurity. With an estimated 30 million pets facing hunger alongside their owners, it is likely that people seeking support from food banks have a pet at home in need of assistance, too.

A key solution for solving hunger at both ends of the leash lies in the collective action between organizational partnerships and community involvement. PetSmart Charities' ongoing efforts to address pet hunger include quarterly deliveries of pet food donations to Feeding America partner food banks. Another vital partnership is with Meals on Wheels America. Through the Meals on Wheels Loves Pets program, PetSmart Charities has also provided more than 13 million pet meals alongside food delivery for seniors.

**To date, more than 364 million pet meals have been delivered through our partnerships with Feeding America, Meals on Wheels America and others.**

On Pet Hunger Awareness Day® in September, PetSmart Charities partnered with Feeding America® to raise awareness about pet hunger in communities across the country. Pet parents could pick up food for themselves, as well as their cat or dog family members at certain food banks in Detroit, El Paso, Indianapolis, Minneapolis, New York City, Phoenix, Salt Lake City, San Antonio, San Juan, Puerto Rico and Tampa Bay.





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# EMPOWERED PEOPLE





# Empowered People

**Our over 50,000 associates have an unmatched devotion to helping pets and people live happy, healthy lives together.**

We know that PetSmart associates are what makes PetSmart so special and it's why we're committed to fostering a values-based work culture defined by teamwork, professional growth and development, and belonging. As the retail landscape undergoes a dynamic transformation, we are focused on forward-looking approaches to an engaged and sustainable workforce, in partnership with our associates.

In 2024, we continued to make significant investments in the way we operate and how our associates experience life at PetSmart. We are engaging with our associates more than ever before, taking action on their feedback in ways they can see and feel. We are also offering more opportunities for them to build a future with us, which includes a clear pipeline for career growth opportunities across our stores and distribution centers.

We also deepened engagement with our local communities. Thousands of PetSmart associates participated in volunteerism, civic engagement and fundraising efforts in 2024 – a testament to their dedication to the places where they live and work, and each other. Our longstanding commitment to belonging provides the foundation for PetSmart associates to bring their authentic selves to work every day, create a welcoming culture for their peers and our customers, and positively impact the lives of people and pets.

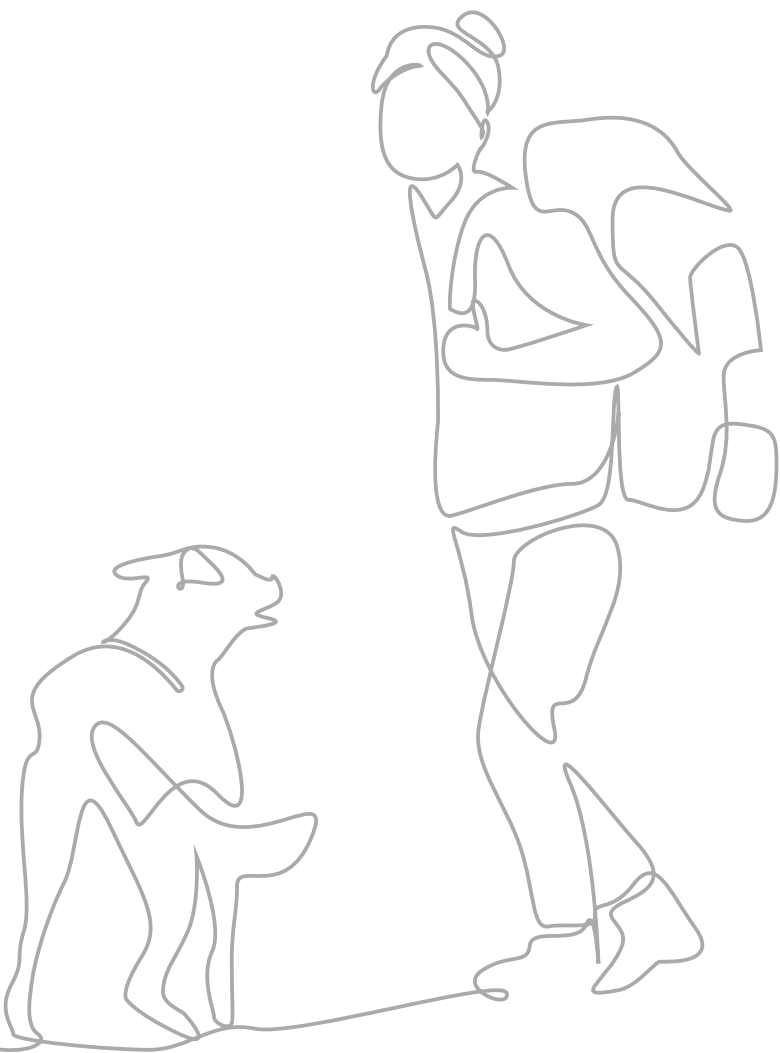
## Our Goals

Provide

**40K**

associates with upskilling  
each year to help them grow  
their careers with PetSmart

Expand access to  
**pet ownership**







2024 HIGHLIGHTS

# Empowered People

54K

points of feedback from associates to improve daily life at PetSmart

20K+

hours in continuing education for Salon, Hotel and Training associates

15K+

hours of paid volunteer time, a value of \$380K+

\$15M+

contributed to participating associates' 401K plans

\$18.95

average U.S. field associate hourly wage

2.39

distribution center incident rate – leading the industry



# Elevating Associate Voices

We’re giving leaders at all levels the feedback they need to make decisions that can positively impact the associate experience.

## Purrspective

Launched in April 2024, our always-on survey tool, Purrspective, monitors the associate experience through milestone and pulse surveys that give leaders the ability to respond in real-time. A simplified annual company survey complements this continuous listening approach, providing more convenience and choice for our front-line associates to share feedback on the topics that matter most to them. Since the launch of Purrspective, we’ve received over 75,000 survey responses and just over 54,000 points of feedback. We are planning a similar program for always-on listening in our corporate offices in 2025.



Through targeted and in-person focus groups, our Voice of the Associate tours continued to help leaders better understand the daily realities of our associates’ experience. We were able to highlight the initiatives we are already actively working on based on associates’ feedback about what matters most to them: tools and resources to support their daily work in caring for pets, and balanced workloads for stores. We also used our tours to gather feedback and promote dialogue on our new store operating model, which we tested throughout 2024.

## Reducing Operational Friction

Over the past several years, we have invested and focused on reducing friction and increasing efficiencies in the day-to-day work of our associates. The feedback we’ve received on dozens of operational improvements demonstrates that they are contributing to more positive associate sentiment and engagement. We continue to evaluate and optimize investments in communications, benefits, process improvements and technology.

## Building Daily Connections

Two years after launching our mobile-first communications tool, Central Bark, nearly 80% of PetSmart associates have adopted the platform for information and updates on operations, culture, associate benefits and perks, and more. New, customized dashboards provide a more tailored homepage depending on associate role, and accessibility improvements in 2024 included a “voice” option for all written content and closed caption for all videos.

In 2024, Central Bark hosted over 90 giveaways, partnering with vendors to drive product knowledge among associates and engagement in company programs, services and offerings. We drove greater adoption among distribution center and salon associates by developing more relevant and specific content and launching monthly newsletters.

As part of our “12 Days of Giving” campaign, we shared highlights and opportunities for associate engagement from across the business and gave away special, limited edition merchandise.



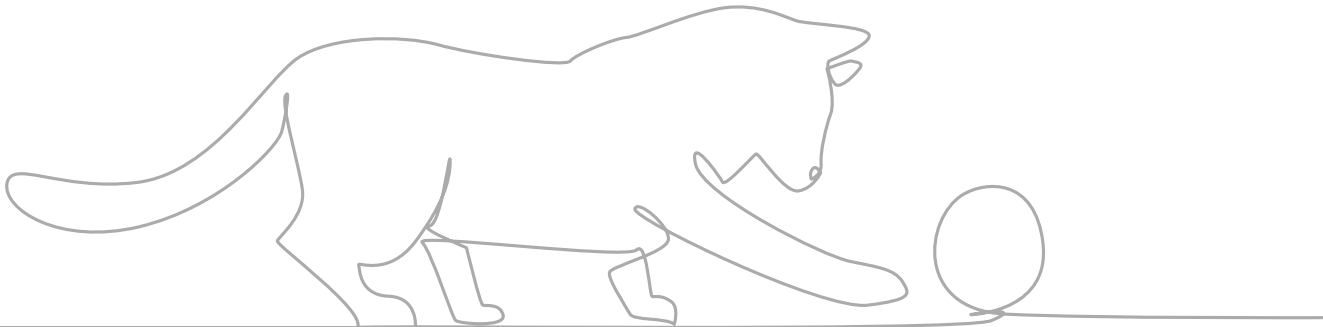


# Modernizing Our Approach to Store Operations

As PetSmart grows and evolves, our customers are also shopping differently and increasingly turning to digital channels and offerings. Our dedicated associates are looking for more opportunities to stay and grow their careers at PetSmart. In 2024, we tested a new store operating model that evolves store operations to align with business needs and positions PetSmart for the future, while providing greater flexibility for store leaders to optimize daily operations.



Tested in three districts over seven months, the new model focuses on building cross-functional teams by eliminating the existing division between store operations and the services we offer in our salons, training and boarding facilities, and play spaces. By cross-training associates, we are closing gaps in skillsets and creating more career paths for associates. Feedback from test districts informed critical pivots throughout the process and helped to refine the model. The test districts ultimately demonstrated that the new model is creating more flexibility in scheduling, increasing feedback opportunities for associates, and adding available work hours for associates who want them. Throughout the first half of 2025, we plan to implement this new model in all stores, in close coordination with associates.





# Growing Together at PetSmart

We continued to enhance our talent development strategy in 2024, with a focus on defining and supporting pipelines for career growth. Leaders focused mid-year conversations with their direct reports on growth and development, and we created more leadership visibility into cross-functional talent. Through annual certifications, continuing education, topic-specific seminars and training, we provided more than 20,600 associates with upskilling opportunities in 2024. Eighty-five percent of leadership positions were filled from within.

We welcomed nearly 16,000 new associates to PetSmart in 2024. Our redesigned store associate and leader onboarding aligns with our new store operating model, as well as the 70-20-10 development model, which recognizes that 70% of learning and development happens through on-the-job experiences. In 2024, 79% of new hires were still with PetSmart after 90 days – an important indicator that has continued to trend upward over the past three years.



**Over 900 associates celebrated 20+ years at PetSmart in 2024.** At our Phoenix, AZ distribution center, we recognized 14 associates with 25 years or more as part of the PetSmart pack.

## Developing Leaders

As we work to expand opportunities for associates to grow their careers with PetSmart, we continue to test new programs and build on existing ones. A reimagined leadership development strategy and programmatic roadmap is informed by key, future-focused business and talent priorities. In 2024, our accelerated development program delivered the largest talent pipeline program in company history, preparing over 100 high-potential Assistant Store Leaders for store oversight as Store Leaders.

## Leadership development programs in 2024:

- > **A nine-month, cross-functional leadership effectiveness program** with 200 manager level leaders from our stores, distribution centers and offices.
- > **A six-month, high-potential development program** for managers demonstrating readiness for greater depth of development and responsibility in their current role.
- > **Approachable leadership training** for nearly 500 new Assistant Store Leaders, Experience Leaders, and Store Leaders as part of their first 90 days with PetSmart.
- > **Quarterly leadership upskilling workshops** for all Assistant Store Leaders and Experience Leaders, focused on the skill and behavioral expectations of the new store operating model.
- > **Completion of the Store Leader Talent Acceleration Program**, with eight high-potential participants preparing for multi-unit leadership as future Market or District Leaders.
- > **Intensive communication training** for over 40 directors and managers to transform the way they engage with their teams, customers and key stakeholders.
- > **360-leadership assessments** for over 90 leaders across the business, three times the number of assessments completed in the prior year.

## Unleashing Potential

**In 2024, our Associate Resource Groups (ARGs) came together to present monthly professional development webinars** open to all associates. Topics in 2024 included emotional intelligence, navigating change, cross-cultural competency and more.



# Keeping the Pack Well

**We are committed to empowering our over 50,000 PetSmart associates to pursue a healthy, fulfilling life and career with us.**

Everyone’s health and well-being journey is different. We offer our associates personalized care plans and well-being strategies to support them and their families, with a holistic approach to the elements that contribute to good health, including physical, financial and mental health.



**In 2024, nearly 1,000 associates and leaders attended various mental health education and training sessions**, with topics including mental health fundamentals, and a how-to session on leveraging the power of our Ally employee assistance program.

**In 2024:**

**543 associates**  
used our paid parental leave benefit

We contributed  
**\$15.6M**  
to participating associates’ 401(k) accounts

## AWESOME OFFERINGS

- **Health:** medical, dental and vision plans; medical spending accounts; health programs
- **Financial:** 401(k) matching, financial guidance, deferred compensation plan
- **Life Events:** time away from PetSmart, Ally employee assistance program, PetSmart Associate Assistance Foundation (PAAF)
- **Discounts:** Associate discount, tuition assistance, PerkSpot deals, pet insurance



### Continuing Education

Our tuition reimbursement program is a valuable investment in our associates’ future, offering \$3,500 of assistance per year for eligible full- and part-time associates. In 2024, we saw an 11% increase in associate participation, resulting in over \$775,000 in grants. Over 90% of participants are frontline associates.

Andrea utilized the Tuition Reimbursement Program to further her education and advance her career at PetSmart.

### Very Important Pet Parents

Our associates are also valued PetSmart customers. With the launch of our new Treats Rewards® loyalty program in April 2024, we granted all associates the top tier of our loyalty program, Very Important Pet Parent (VIPP). Throughout the year, five associate-only offers saw strong participation. On Black Friday, our associates comprised a record high of 20% of all customers activating offers. Every day we see offer activation grow, largely driven by associates who act as our strongest ambassadors.

### Supporting each other in times of need

Funded by our associates, for our associates, the PetSmart Associate Assistance Foundation (PAAF) provides financial support and emergency resources to our associates when it’s needed most. In 2024, associate donations to the PAAF totaled \$800,000, and the PAAF provided 413 grants totaling \$564,000. Since its founding in 2011, the PAAF has provided over \$7.5 million in financial assistance to over 5,500 PetSmart associates experiencing unforeseen hardships.





# Keeping the Pack Safe

Our commitment to continuous improvement in safety practices and performance meant we kept the pack even safer in 2024, maintaining our 99.9% pet safety rate. We also achieved our best-ever safety rate in distribution centers, a result of small improvements to daily practices, the use of new technology, and engagement with our associates. An expanded catalog of personal protective equipment further enhanced our commitment to Keeping the Pack Safe.

## 2024 Safety Highlights

- > **30K+ associates completed Annual Pet Safety Certification**, achieving a 98% completion rate
- > **39K+ associates successfully finalized Annual Associate Safety Certification**, achieving a 95% completion rate
- > **Engaged more associates than ever before** during annual Keeping the Pack Safe Week

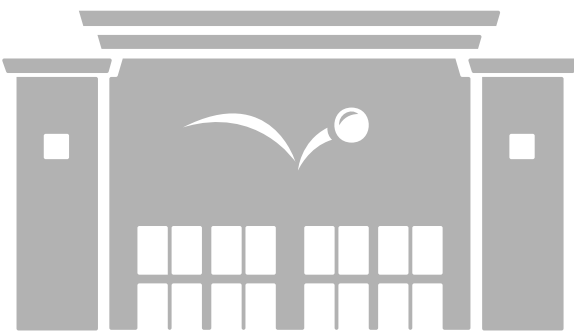
## 2024 Safety Performance



### Enterprise

Associate safety incident rate (OSHA TRIR)

8.96



### Stores

Associate safety incident rate (OSHA TRIR)

9.35



### Distribution Centers

Associate safety incident rate (OSHA TRIR)

2.39

### Safety in Stores

Throughout 2024, we worked to provide our associates with resources and information that address growing challenges faced by retailers, including workplace violence and crime. Monthly safety communications for store associates covered topics including theft and fraud prevention and customer de-escalation. We also developed a new training module focused on workplace violence.



### Safety in Distribution Centers

We achieved the lowest incident rate in company history in 2024, as well as a 47% reduction in sprain and strain injuries compared to 2023. Several initiatives led to these improvements. In 2023, we introduced wearable safety technology at all seven distribution centers, with the goal of improving and sustaining ergonomic safe behaviors while reducing safety incident rates. Daily stretches were also implemented at the beginning of shifts and post break/lunch. In 2025, we will test new unloading robots in outdoor containers, which will allow associates to focus on work in our air-conditioned buildings.

**During Keeping the Pack Safe Week,** we partnered with the AZ Law Enforcement K9 Association to create and distribute trauma kits across Arizona to support both K9s and K9 officers impacted by violence.





# Belonging

We believe a culture of inclusion, where every associate feels they belong, makes us a stronger company. It’s why we place such a high value on the unique backgrounds, experiences and perspectives of our associates, customers and the communities where we live and work. United together in these principles, associates can do their best work, partners enjoy engaging with us, and pet parents have an unmatched customer experience.

PetSmart provides an equal opportunity for all associates and job applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status or other legally protected characteristics.

## Celebrating Moments of Belonging

We celebrate the richness of our associates’ diverse cultures and identities throughout the year. Each month, our teams across the U.S. and Canada receive assets highlighting different belonging themes, along with conversation prompts to celebrate each other’s unique experiences. Monthly celebrations not only reflect our commitment to belonging but also provide meaningful opportunities to honor and learn from one another.


In 2024, our 6<sup>th</sup> Annual Belonging Week continued to drive associate engagement in our strategy through special events, recognition and volunteer opportunities. On Central Bark, we spotlighted our seven Associate Resource Groups (ARGs), shared relevant TED Talk videos, and included prompts for associates to share their own belonging stories. Nearly 20,000 associates engaged with Belonging Week content.



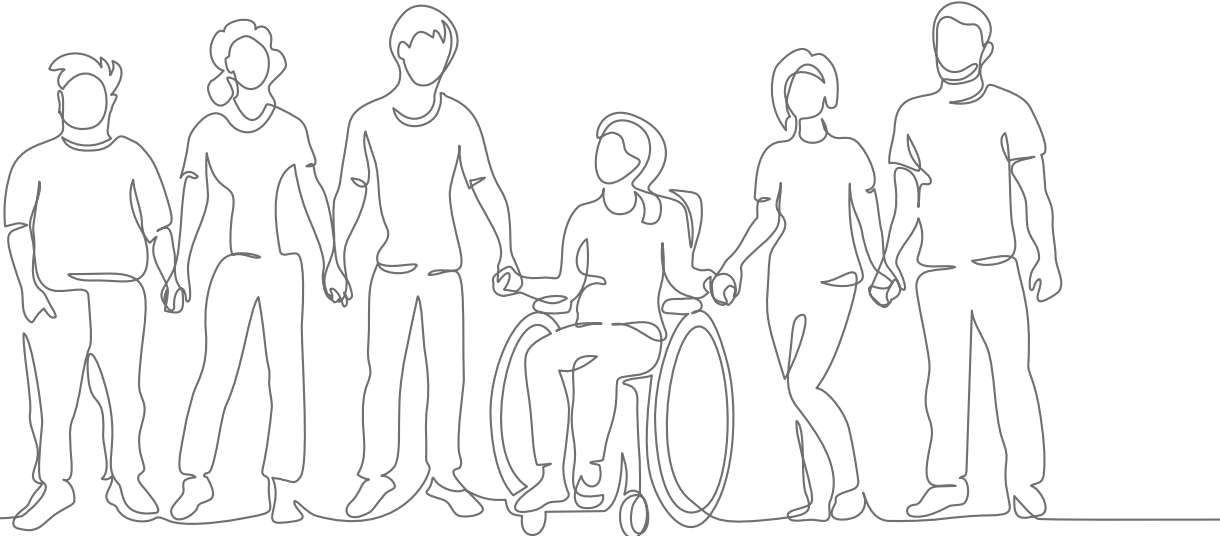


# Belonging

Our associate resources groups (ARGs) are comprised of dedicated associates who share a common purpose, interest or background. Throughout the year, ARGs create opportunities for their members and all of PetSmart to support our culture of belonging, drive business priorities forward, and pursue personal and professional growth. In 2024, we saw a 56% increase in ARG membership across the enterprise, with over 1,300 associates joining an ARG.



Caregivers make up more than 70% of our current workforce. Our newest ARG, Provide, launched in 2024 and aims to educate and inspire PetSmart parents, parents-to-be, and caregivers in balancing personal and professional fulfillment. The group collaborated with human resources to create PetSmart’s first Leave Guidebook, inclusive of health insurance considerations, leave policies, resources, discounts and tips for transitioning back to work. Throughout the year, Provide recognized the efforts of parents and caregivers in stores and DCs, building new connections between our home offices and operations.



## PetSmart ARGs at work in 2024:



### Awareness of Visible and Invisible Differences (AVID)

- Provided Mental Health First Aid Response certification to 60 associates in partnership with PetSmart Well-Being.



### MOSAIC

- Supported the translation of services documents for distribution in markets with high concentrations of Spanish-speaking associates and pet parents.
- Hosted Real Talk Panels, including PetSmart’s most attended virtual panel ever – an International Perspective on Democracy.



### Pride at Work

- Continued outreach and support to associates across the enterprise, resulting in over 40 opportunities for associates to participate in local Pride parades and events.
- Received PetSmart’s first-ever, national Diversity Impact Award from the Global ERG Network in recognition of the group’s contributions to PetSmart’s belonging efforts.



### SERVE

- Partnered with nonprofit organization U.S. Vets to provide 250+ hygiene kits to unsheltered veterans.
- Distributed Memorial/Remembrance Day poppy stickers to all U.S. and Canada store and distribution center associates in honoring these important holidays.



### StartSmart

- Expanded our partnership with United Way to include six additional chapters, one within each of our distribution center communities, extending the reach of PetSmart’s annual back-to-school drive. In 2024, associates provided over 2,100 backpacks and supplies to children in their local communities.



### Women Inspiring Strength and Excellence (WISE)

- Established a new partnership with the American Heart Association to educate female associates about the importance of heart health.
- Supported supply chain efforts to ensure availability of feminine hygiene products for associates in all distribution centers.



# Engaging Our Communities

Every act of service builds a more connected world. In 2024, our associates logged over 15,000 hours of volunteer time in their communities through our paid volunteer program, a value of more than \$380,000. Throughout the year, we ensured our civic engagement strategy was associate-driven and expanded opportunities to engage with the organizations and causes that matter most to them. As a result, our associates supported over 100 nonprofit organizations across the U.S. and Canada through volunteerism, sponsorship, fundraising and in-kind donations.



For the first time, PetSmart participated in [National Volunteer Week](#), an opportunity to recognize the role of volunteerism in tackling society’s greatest challenges, building stronger communities and being a force that transforms the world. National Volunteer Week takes place every April during [Global Volunteer Month](#). More than 200 PetSmart associates volunteered at 17 nonprofit organizations, donating over 500 hours of volunteer time.



**PetSmart groomers helped more than 400 pets** look their best ahead of National Adoption Week events in 2024.



**Our Associate Resource Group SERVE brought PetSmart associates and our partners at K9s for Warriors together** for the Phoenix Veterans Day Parade, an opportunity to pay tribute to the brave men and women who have served our country.



Each year, PetSmart associates come together for a two-week celebration of giving back and living our values. In 2024, our Be the Difference campaign raised over **\$1.8 million to support the critical work of the PetSmart Associate Assistance Foundation (PAAF), PetSmart Charities and United Way**. This year, we expanded volunteerism to include our offices and DCs and partnered with six additional local United Way chapters.

<b>4K+</b>	<b>\$600K</b>	<b>2K</b>	<b>2K</b>	<b>1K+</b>
associate donations	from new, recurring payroll deductions	backpacks filled with supplies for students in our distribution center communities	hygiene kits packed for individuals experiencing homelessness	enrichment toys and treats donated for pets at Maricopa County Animal Care and Control



[A Letter from our CEO](#)

[A Letter from our  
Vice President, CSR](#)

[About  
PetSmart](#)

[Our CSR  
Strategy](#)

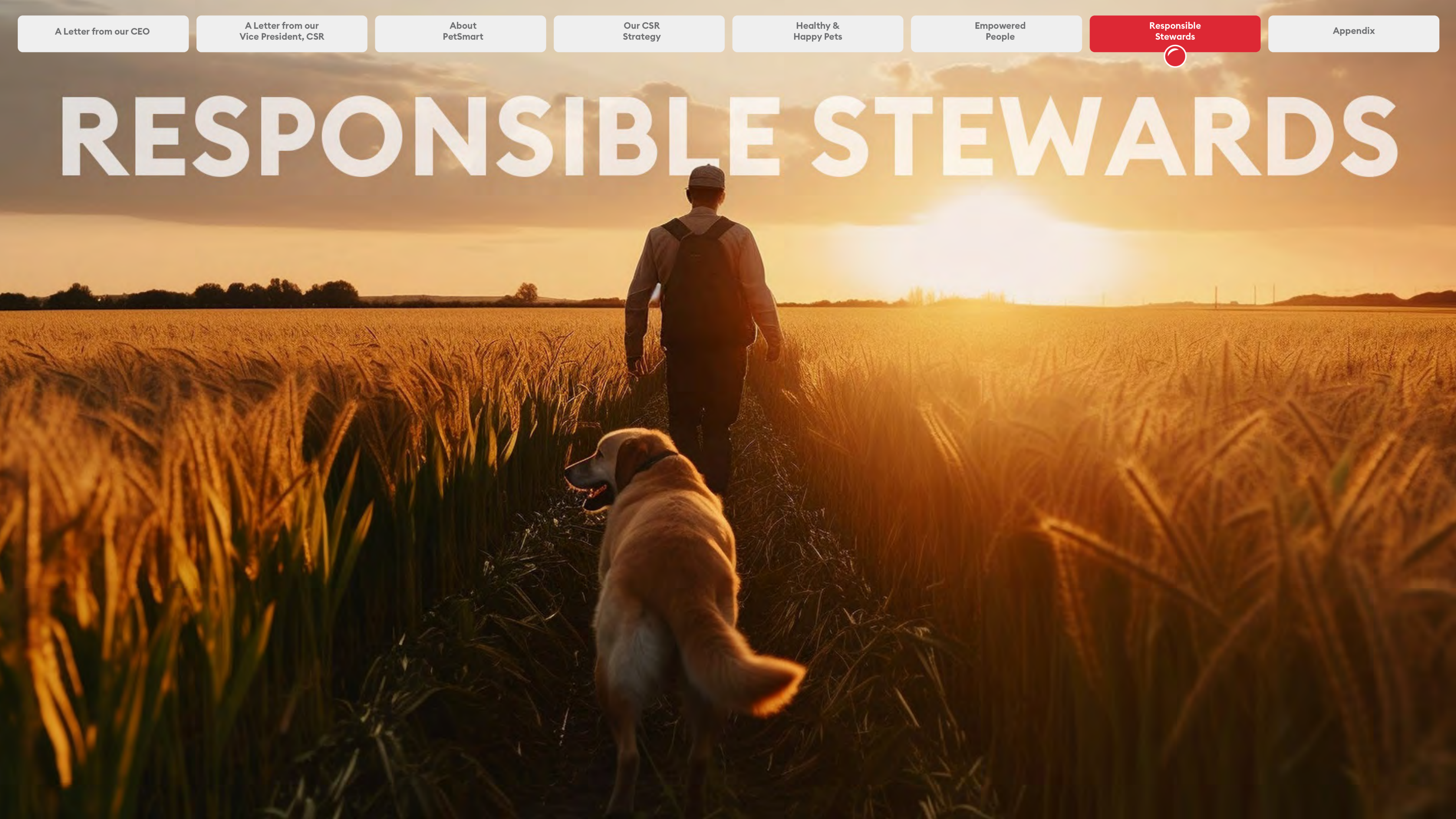
[Healthy &  
Happy Pets](#)

[Empowered  
People](#)

[Responsible  
Stewards](#)

[Appendix](#)

# RESPONSIBLE STEWARDS





# Responsible Stewards

As we strive to be the preferred and trusted partner to pet parents across North America, acting as responsible stewards of the PetSmart brand is a commitment shared across our business.

We are committed to operating in accordance with our values and ethical standards in the communities where we operate, throughout our supply chain, as an employer, and through the everyday connections we make with pets and pet parents.

In 2024, we continued to adapt to an evolving retail landscape, building our capacity to measure and manage risk. We are taking an increasingly sophisticated approach to reducing our consumption of natural resources, achieving reductions in carbon emissions and water usage. We engaged partners across the business to make progress toward our environmental goals.

We included pet parents again in our materiality assessment and have surveyed them throughout the year. We know pet parents want to join us in reducing our impacts on the planet and operating ethically and responsibly. With 70% of pet parents expressing an interest in positively impacting the environment through everyday actions, we seek opportunities to expand access to more purpose-driven and sustainable product offerings. PetSmart is uniquely positioned to bridge the gap between niche offerings and mainstream availability and in 2024 we brought several exciting offerings to the market, including the addition of West Paw.

## Our Goals

Reduce our emissions intensity by

**30%**

by 2030, from a 2018 baseline

Divert

**75%**

of our waste from landfills by 2030





2024 HIGHLIGHTS

# Responsible Stewards

Reduced emissions intensity by

18%

Executed first **renewable energy** agreement

Decreased average miles per digital order from

400 to 100

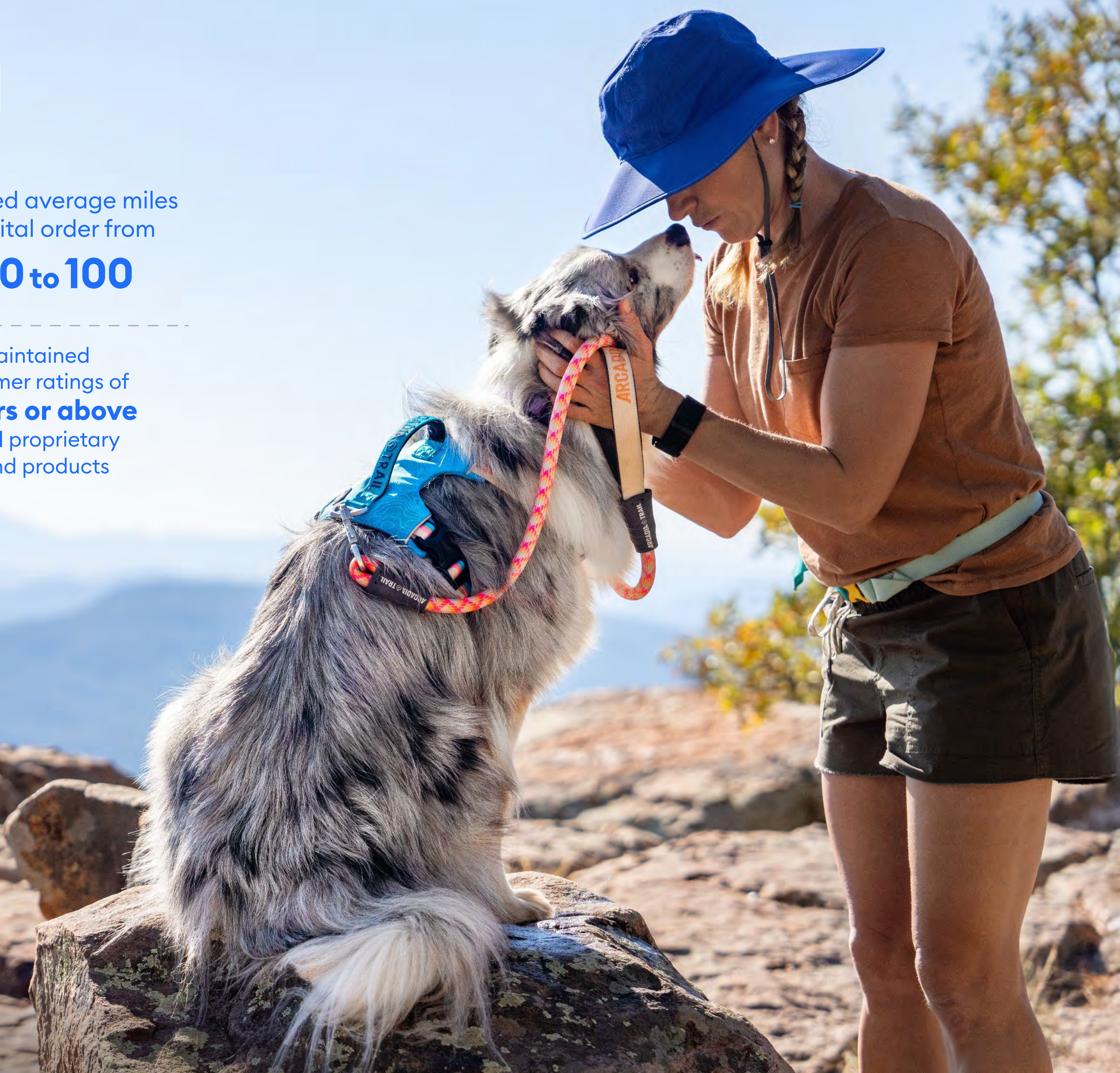
Diverted

57.4%

of waste from landfill

First national retailer to pilot a **West Paw dog toy takeback program**

Maintained customer ratings of **4 stars or above** for all proprietary brand products





# Strong Governance & Business Practices

PetSmart's Board of Directors includes a mix of individuals appointed directly by our ownership at BC Partners and Apollo Global Management, as well as PetSmart's CEO. Ken Hicks, a long-time retail industry CEO, joined PetSmart's Board in October 2024 when he was named to this role. Ken also brings broad retail board experience, having served on the boards of Academy Sports & Outdoor, Guitar Center and Whole Foods Market.

The Board is responsible for oversight of PetSmart's growth strategy and performance, CEO succession planning, risk management, compliance and corporate responsibility programs, and other corporate governance practices. Duties of the Audit Committee include monitoring the integrity of financial statements and reporting; compliance with legal and regulatory requirements; adherence to our Code of Ethics and Integrity; and performance of our internal audit function. The Committee also evaluates the qualifications, independence and performance of PetSmart's independent auditors and facilitates communication among independent and internal auditors and management. Responsibilities of the Compensation Committee include oversight of our overall compensation philosophy as well as CEO and executive officer compensation, including incentive compensation.

[Learn more about governance of our CSR strategy here.](#)

## Legal and regulatory compliance

PetSmart's compliance committee is dedicated to upholding ethical business practices and regulatory compliance in alignment with our Code of Ethics and Integrity and the law. The compliance committee guides the development, revision and administration of PetSmart's compliance programs to ensure that risks are identified, evaluated and effectively mitigated. The full committee convenes regularly to share insights, assess emerging risks and identify cross-functional challenges and opportunities. By fostering open communication and proactive risk management, the committee helps drive a culture of compliance, accountability and continuous improvement across the organization.

## Data privacy and information security

We work to earn, maintain and foster trust with our customers and associates through stringent data privacy and information security practices. Our security program focuses on enhancing user awareness, staying ahead of evolving cyber threats, and ensuring compliance with new industry standards to maintain trust and safeguard customer information. We align with modern digital trends and take steps to ensure a seamless and secure digital experience for both our associates and customers. Our data privacy committee is led by our Chief Information Technology Officer and comprised of vice presidents and other leaders with direct responsibility for data privacy and information security within the company. This committee sets the direction for privacy protection at PetSmart and ensures compliance with all state, provincial and applicable laws.

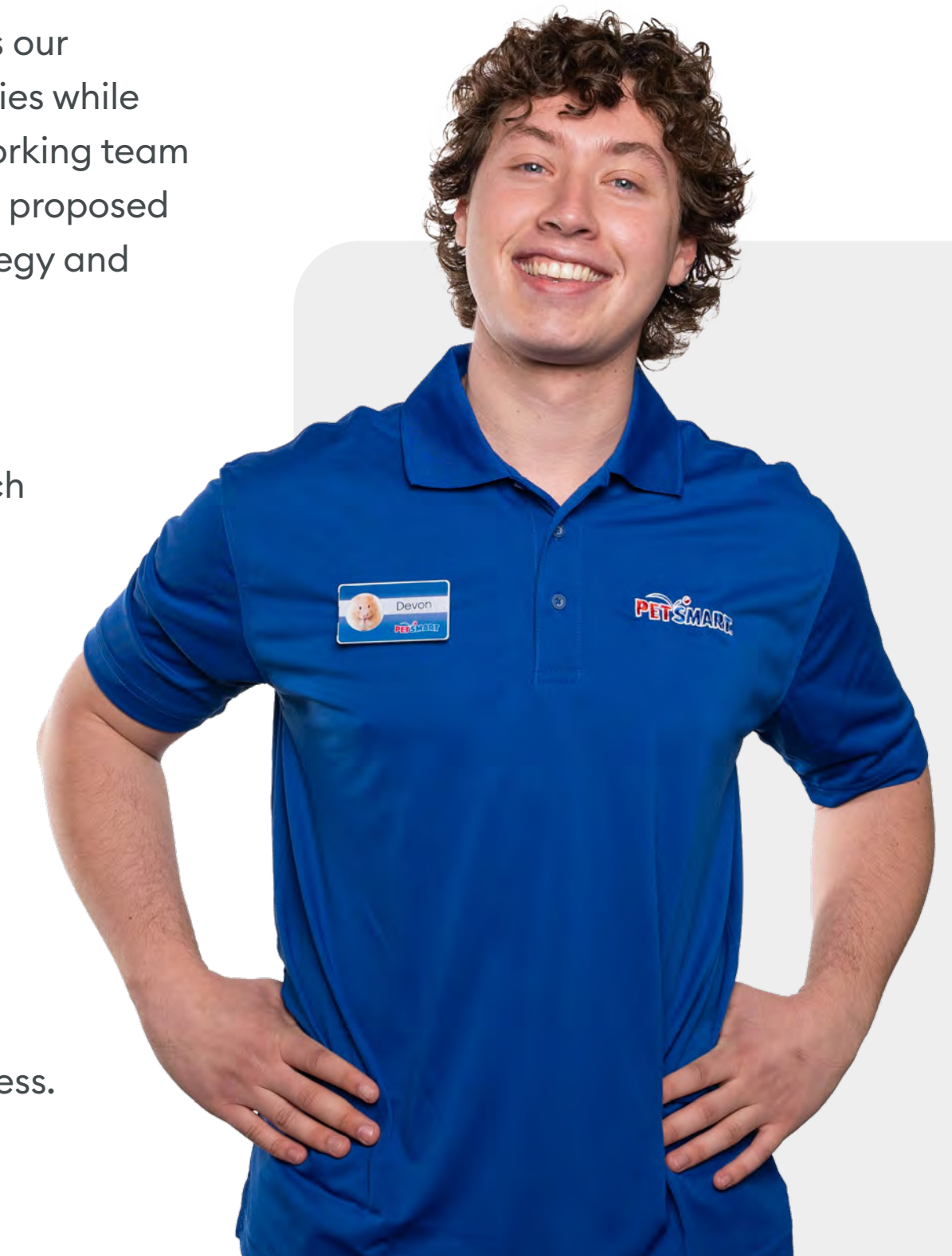
In 2024, we continued to strengthen information security by focusing on better access controls and user authentication to protect sensitive data, implementing advanced safeguards for online transactions, and providing additional training for associates in key technology areas.

## Responsible use of AI

We have developed guidelines for using artificial intelligence (AI) tools across our business to ensure responsible, transparent and effective use of AI technologies while protecting our customers and maintaining our company standards. Our AI working team is overseen by the data privacy committee and evaluates all AI tools that are proposed for use at PetSmart to ensure they fit within our governance framework, strategy and ethical standards.

## Enterprise risk management

Our enterprise risk management (ERM) committee takes a proactive approach to monitoring and where appropriate, takes steps to mitigate risks posed to the near- and long-term sustainability of our business, including risks related to macroeconomic trends, pet and people health and safety, our competitive landscape, talent retention, brand risk, cybersecurity and regulatory activity. In 2023, our ERM framework also helped to inform the establishment of our CSR goals: we surveyed executive leadership on the top business risks that could be mitigated through our work to achieve new goals, ensuring alignment between our business and CSR strategies. In 2024, the ERM Committee, with the oversight of executive leadership, assessed and analyzed evolving risks, updated mitigation plans and took steps to refresh business continuity and incident response plans for the business.





# Responsible Consumption

In 2024, we reduced our emissions intensity by 18%, our total energy usage by 18% and our water usage by 1%. Reductions in emissions intensity and energy usage were driven by cleaner grids as more renewables are incorporated into the generation mix, as well as our own energy reduction initiatives in stores.

## Building on our progress in 2024

- In November, we executed a power purchase agreement to install solar power at our Phoenix, Arizona distribution center. Installation of the system is scheduled for late 2025 and we expect it to offset 25% of the facility's annual energy usage.
- In 2025, we plan to complete our first annual, limited assurance of our scope 1 and 2 emissions for 2024.
- As we prepare to comply with the state of California's climate reporting requirements, we also plan to perform climate scenario analysis planning to determine our physical and financial risks related to climate change. We'll also begin assessing our scope 3 emissions in 2026.

## Our operational footprint

1,680+

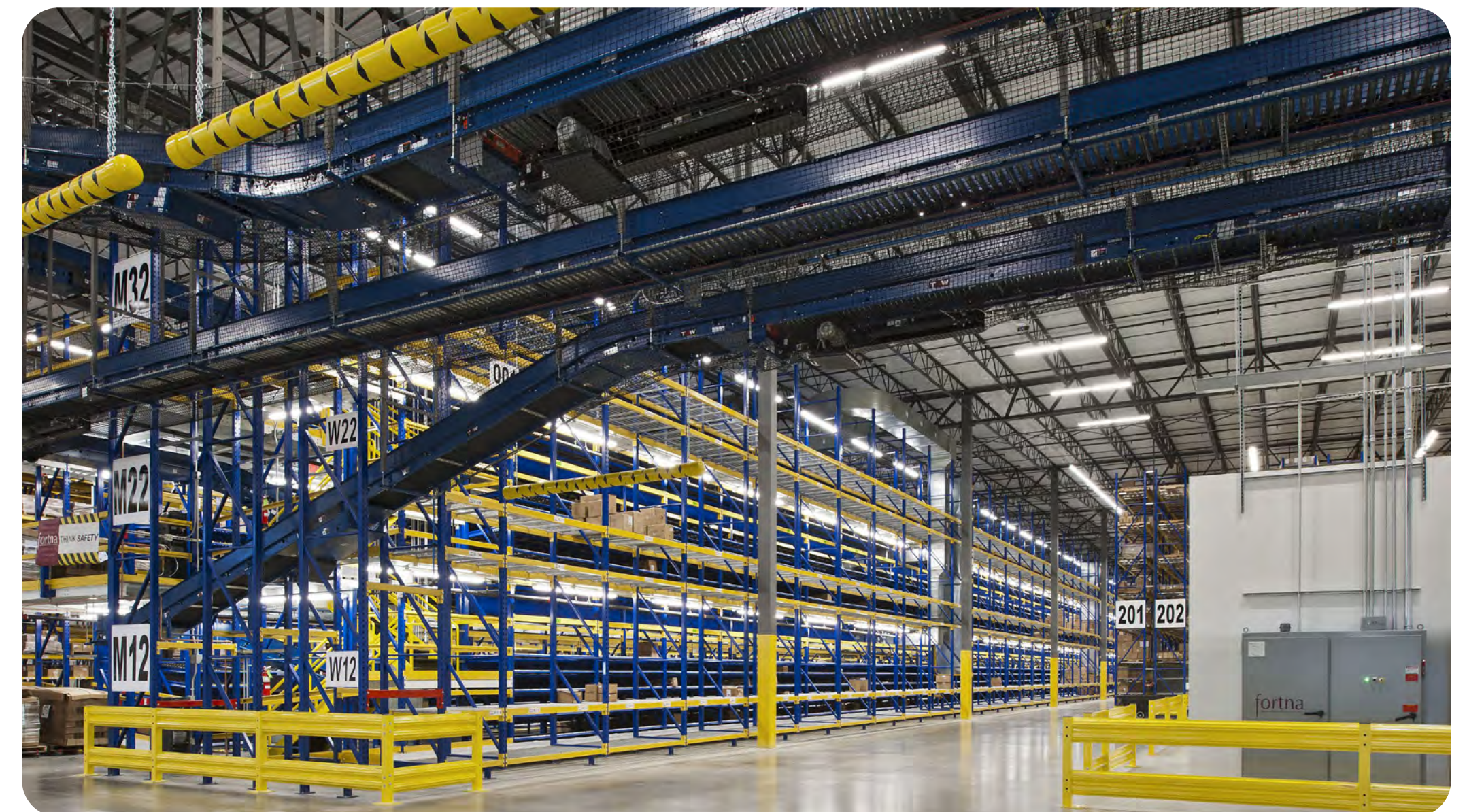
retail locations  
throughout the U.S.,  
Canada and Puerto Rico

7

distribution  
centers

5

non-store sites, including  
administrative buildings,  
research facilities  
and data centers





# Diverting Waste

As we work toward our goal of diverting 75% of all waste from landfills by 2030, we continue to identify waste streams that can be targeted for reuse and recycle programs. **In 2024, we diverted 57.4% of our waste from landfill.**

## Our progress in 2024

- > We continued to collaborate with Banfield Pet Hospital, which operates inside approximately 700 PetSmart stores, on waste diversion programs as Banfield strives to meet its own sustainability goals. As part of our reverse logistics program, we began collecting Banfield’s corrugate and shrink wrap to be returned to PetSmart distribution centers for recycling.
- > Our HVAC recycling program recycled 491 units retired from 50 store locations, resulting in over 4,100 tons diverted from landfill and 7,500 pounds of refrigerant recovered.
- > We held two drive-thru recycling events for associates at our Phoenix HQ, collecting over 30,000 pounds of e-waste for recycling and over 15,000 pounds of donations to Goodwill of Central and Northern Arizona.
- > We continued to work with partners to facilitate the donation of unsaleable hard goods to nonprofit organizations. In 2024, we donated over 25,000 pounds of unsaleable goods to organizations supporting animal welfare, a value of more than \$200,000.
- > We are exploring different ways to divert organic waste and in 2025 plan to test a program to sell certain damaged consumables for conversion to cattle feed.



## Engaging pet parents in reducing waste

In June 2024, PetSmart became the first national retailer to pilot a West Paw dog toy takeback program. After a dog’s favorite toy has been thoroughly loved, collection boxes inside 75 PetSmart stores in California, Oregon, Washington and Arizona facilitate its return to West Paw. The program accepts all brands of plastic and rubber toys. The used toys are sanitized, ground up, and fed back into the manufacturing process to make new, bouncy, bright and recyclable Zogoflex & Seaflex toys. Engagement in the program varied by store. We know that adoption of new programs takes time and will continue to engage store associates in the benefits of the program.



The U.S. pet food industry produces an estimated [300 million pounds of plastic waste annually](#), most of which is not accepted through curbside recycling services. As a result, 99% of all pet food packaging is thrown away rather than recycled. In collaboration with Hill’s Pet, Royal Canin, Canidae and Tiki Cat, we’ve partnered with [TerraCycle®](#), the international leader in recycling hard-to-recycle materials, to launch an in-store recycling program for all brands of empty pet food, treat and cat litter bags made from flexible plastic. The program became available in every PetSmart store in Arizona and New Jersey in November 2024 and preliminary collection results are promising.



# Transportation & Logistics

Our fleet of trucks is operated by third parties and nearly 50% of our stores are serviced by a dedicated carrier. In 2024, we continued to work closely with our carriers on efficiencies and achieved a total outbound mileage reduction of 2.2%, equivalent to approximately 900,000 miles. As we increased our ship-from-store capabilities, we decreased our average miles per digital order from 400 to 100, reaching pet parents with their online orders more quickly and efficiently. We've begun working with our partners at Breakthrough Fuel to increase data collection around fuel usage and carbon emissions. We expect that several initiatives in 2025 will continue to drive fuel savings and eliminate miles on the road through fewer deliveries and shorter distances traveled.

## Collaboration with fleet partners

In late 2023, we conducted an inaugural survey of our domestic carriers to better understand how they incorporate sustainability into their operations. We received and reviewed survey results in 2024. All responding carriers confirmed they are certified by the Environmental Protection Agency's (EPA) SmartWay program, which helps companies advance supply chain sustainability by measuring, benchmarking and improving freight transportation efficiency, such as idle reduction practices in place across their fleets. Eighty-six percent of respondents also confirmed they have idle reduction practices in place across their fleets.

The survey findings provide a valuable foundation for future programs and collaboration with third-party carriers – including enhancements to our procurement practices, broader education on PetSmart's sustainability priorities and introduction of performance metrics.

## Reverse logistics

Our backhaul program allows for the return of recyclable materials from our stores to distribution centers. In 2024, we continued to expand the program, with 66% of stores participating. The program salvaged 1.9 million pallets and 2.86 million corrugate boxes, achieving small increases over 2023. We also expanded the program to include corrugate trays and began tracking data for additional returned items including soft plastic bags, corrugate, liners and Styrofoam.





# Broadening Access to Sustainable Products

A [large majority of pet parents](#) are interested in creating a positive impact on the environment through everyday actions. As the leading omni-channel retailer in North America of products, services and solutions for the lifetime needs of pets, PetSmart is uniquely positioned to expand consumer access to sustainable products and programs, bridging the gap between niche offerings and mainstream availability. Throughout 2024, we partnered with purpose-driven brands to bring new offerings and opportunities to pet parents who want to join us in reducing our impact on the environment and operating responsibly.



In our salons, we offer a “clean” groom with plant-based, cruelty-free products made from natural and organic ingredients.

We’re also working to integrate sustainability throughout the pet parent experience. **By the end of 2024, we had converted 100% of all new PetSmart gift and merchandise cards from plastic to paper, following a successful test program in 2023.**



We’re proud to carry a wide range of products brought to market by Certified B Corporations. B Corporations are part of a global community that voluntarily meets high standards of social and environmental impact, transparency and accountability.



**Only Natural Pet, a wholly owned subsidiary of PetSmart, was the first North American pet food and treat company to become a Certified B Corporation.** Only Natural Pet offers more than 200 products featuring natural, high-quality, responsibly sourced ingredients. In 2024, Only Natural Pet launched [RawMeals](#), offering freeze-dried raw dog food high in protein and minimally processed.

## Other B Corporation products we carry include:

- **Zesty Paws, a brand of H&H North America**, offers functional supplements for dogs and cats with high-quality ingredients inspired by nature and backed by science.
- **Earth Animal** develops and manufactures premium and natural organic herbal remedies, supplements, food and treats formulated to improve the health and day-to-day quality of life of dogs and cats.
- **The Honest Kitchen** is the world’s first ‘human grade’ pet food made with 100% human grade ingredients and produced in a human food facility. The Honest Kitchen meets standards set forth by AAFCO for human grade status and every individual ingredient supplied to The Honest Kitchen is fit for human consumption. In March 2025, we introduced dry, wet and dehydrated food as well as toppers, supplements and broth for dogs across more than 1,400 store locations.
- **Ben & Jerry’s Doggie Desserts** offer a frosty treat made with sunflower butter and very limited amounts of dairy.
- **West Paw** focuses on manufacturing high-quality, durable dog toys and pet products to enrich the lives of dogs. Prioritizing sustainability, they use eco-friendly materials and processes in their production. [Learn more about our collaboration with West Paw in 2024.](#)



# Ethical & Sustainable Sourcing

Our proprietary brand products are sourced from suppliers across the U.S., Canada and abroad. We require all of our suppliers to meet the expectations set forth in our [Supplier Code of Conduct](#). PetSmart respects and protects human rights wherever we operate and throughout our supply chain, requiring that our suppliers follow all applicable labor and employment laws, including those that govern working hours, fair wages, safety and health. For certain materials that are more frequently associated with forced labor concerns in the global supply chain, we conduct additional due diligence, including but not limited to supply chain mapping to the raw material level.

A cross-functional team of legal, quality and sourcing associates evaluates PetSmart’s legal and regulatory compliance risks within our supply chain, guides the development and execution of risk mitigation efforts and ensures adherence to our Code of Ethics and Integrity, our Supplier Code of Conduct and the law. This team reports on its work to PetSmart’s compliance committee. In 2024, the team refreshed its onboarding process and documentation to align with evolving regulations and support the continued diversification of our supply chain.

We work with a third-party provider to conduct social compliance audits of our direct sourcing suppliers for all proprietary brands. We continue to see the results of training and deepened engagement with our suppliers; in 2024, 97% of our suppliers were classified as “low risk” and just 1% of suppliers were classified as “high risk”. We continue to focus on “high risk” suppliers through individualized outreach and coaching.

We report annually on the actions we take to reduce the risk of forced labor or child labor in our operations and supply chain in compliance with Canada’s Fighting Against Forced Labour and Child Labour in Supply Chains Act. You can access our annual report [here](#).

## Product quality

In addition to the stringent product quality requirements in place for our proprietary brand products, we closely monitor indicators of product quality to determine effectiveness of existing strategies and identify opportunities for improvement. In 2024, we:

- Further improved distribution center standards by focusing on good manufacturing practices (GMP) and food safety practices.
- Maintained customer ratings of 4 stars or above for all proprietary brand products.
- Reduced defective returns by 40% compared to 2023.
- Reduced customer complaints by 30% compared to 2023.
- Reduced product withdrawals and recalls by 50% compared to 2023.

## Advancing our sustainable packaging strategy

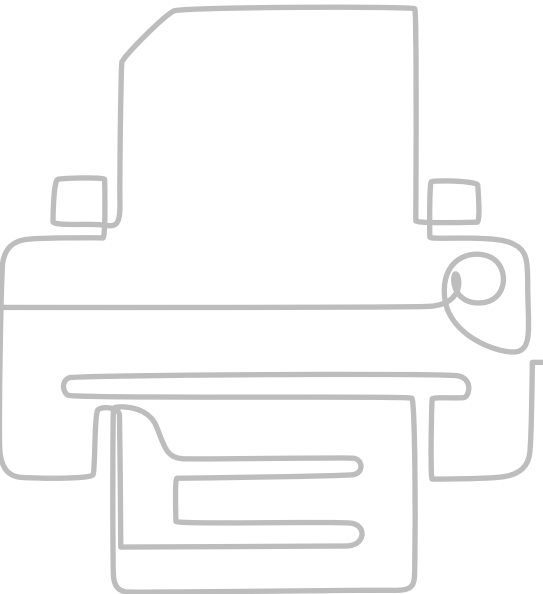
In 2024, we partnered with third-party experts to undertake an audit of our packaging use across our product portfolio. Data collected through a survey of our suppliers found that the vast majority of our packaging is fiber (62% of overall packaging weight), followed by metal (16%) and plastic (14%). Of our total fiber use, 35% was derived from post-consumer recycled content, post-industrial recycled, or certified virgin sources. More than 60% of our proprietary brand packaging is potentially recyclable, compared to 37% of all customer packaging, with coatings and multi-material containers presenting potential challenges to recyclability. With the findings of this initial audit, we will continue to engage our suppliers to identify opportunities for improvement, including by eliminating packaging when it’s not required, removing coatings from fiber-based packaging to improve recyclability, and increasing the percentage of packaging derived from responsible sources. For hard-to-recycle items, we are exploring takeback options, including through pilots launched in 2024.



## Sustainable paper sourcing and use

In our print center, we continue to grow the percentage of paper stock that carries either Forest Stewardship Council (FSC) or Sustainable Forestry Initiative (SFI) certification. These standards ensure the protection of areas of high biodiversity, endangered species and water quality, among other criteria. At the end of 2024, 95% of paper sheets carried FSC or SFI certification, or both, along with 96% of paper rolls.

By using larger sheets more effectively, we also reduced the total square footage of paper used by 31%, compared to 2023. Digital systems such as the implementation of QR codes are also helping to reduce printing. In our distribution centers, reusable signage is replacing single use signage.







# APPENDIX



# About this Report

PetSmart’s third annual Corporate Social Responsibility report details business practices across key environmental and social factors and reflects the company’s commitment to good governance, operating responsibly, generating positive impact for its stakeholders, and improving the lives of pets and pet parents.

Reporting boundaries include all North American operations in the U.S., including Puerto Rico and Canada, except where otherwise noted. Our small operations in Asia and Costa Rica are not included within the boundary of this report, except as they pertain to our sourcing practices and vendor management. Data and information included in the report reflects activities for calendar year 2024, unless otherwise noted. All data and information have been extensively reviewed internally and are accurate to the best of our knowledge at the time of publication. Data has not been assured or verified by a third party.

Certain information and data contained herein has been obtained from third parties. While we believe these third-party sources are reliable, we have not independently verified the data from these third-party sources and make no representations regarding the accuracy and completeness of such data. Unless otherwise noted, certain internal metrics, such as safety rates, are calculated using criteria that management finds useful and may not be comparable to similar metrics cited by other parties.

This report has also been reviewed by our Executive Leadership Team and shared with the Audit Committee of our Board of Directors.



## Materiality

In 2024, we completed a refresh of our CSR materiality assessment. The issues, statements and data included in this report are being provided because we have concluded they are of interest to our various stakeholders. Our inclusion of these issues, statements and data is not intended to convey that we believe such statements and data meet the definition of materiality as used in the context of financial reporting or for regulatory reporting purposes.

## Forward-Looking Statements

The information contained in this report includes forward-looking statements regarding, among other things, our expectations for future performance, goals, plans and objectives. You should not place undue reliance on these forward-looking statements, which are based on currently available information and management’s current expectations and beliefs about future events or future performance and actions. We have attempted to identify forward-looking statements by words such as “anticipate,” “believe,” “can,” “continue,” “could,” “estimate,” “expect,” “intend,” “may,” “plan,” “potential,” “predict,” “should,” or other comparable terminology. However, such terminology is not the exclusive means of identifying forward-looking statements and its absence does not mean that the statement is not forward-looking. Although we believe the expectations and beliefs reflected in the forward-looking statements are reasonable, such statements speak only as of the date of the information, and we do not undertake any obligation to update or revise, publicly or otherwise, any of the forward-looking statements after such date.



We welcome feedback on our CSR strategy and reporting.

Please direct questions or comments to  
**[CSR@PetSmart.com](mailto:CSR@PetSmart.com)**



# Support for the United Nations Sustainable Development Goals

**The United Nations Sustainable Development Goals (UN SDGs)** are a set of 17 goals focused on protecting the planet, ending poverty, and achieving peace and prosperity for all, through global partnership. With more than 50,000 associates, operations across the U.S., Canada, Puerto Rico, and a global supply chain, we believe that business strategies at PetSmart can have an important impact. We have identified several ways to align our activities in support of the UN SDGs.



## Gender Equality

**Achieve gender equality and empower all women and girls**

Women comprise **75% of our customer base, 73% of our workforce and 54% of our leaders.** We are committed to supporting our female associates through networking, mentorship and leadership development opportunities. In 2024, our Women Inspiring Strength & Excellence (W.I.S.E) Associate Resource Group established a new partnership with the American Heart Association to educate female associates about the importance of heart health.



## Reduced Inequalities

**Reduce inequality within and among countries**

We reinforce our commitment to create equal opportunity for all through initiatives aimed at talent acquisition, workforce development and a culture of belonging. In the communities where we operate, we aim to expand access to pet ownership, as well as to veterinary services, through the work of PetSmart Charities. We respect and protect human rights wherever we operate and throughout our supply chain, following all labor and employment laws, including those that govern working hours, fair wages, and safety and health. Our Supplier Code of Conduct sets forth specific requirements for all PetSmart suppliers.



## Decent Work and Economic Growth

**Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all**

PetSmart field associate wages average **\$18.95 an hour** in the U.S., and we comply with all local, state and federal wage requirements. We conduct regular pay reviews to ensure all wages are market competitive. For both full- and qualifying part-time associates, we offer a range of benefits including health coverage, tuition assistance eligibility, 401(k) savings plans and mental health support.



## Climate Action

**Take urgent action to combat climate change and its impacts**

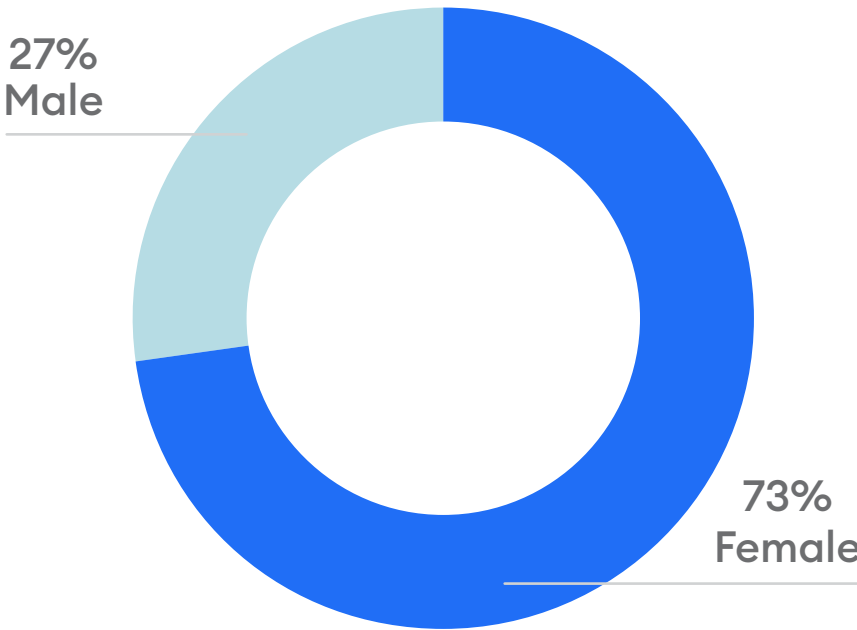
In 2024, we reduced our emissions intensity by 18% and our total energy usage by 18%. In November 2024, we executed a power purchase agreement to install solar power at our Phoenix, Arizona distribution center. Installation of the system is scheduled for late 2025 and we expect it to offset 25% of the facility's annual energy usage.



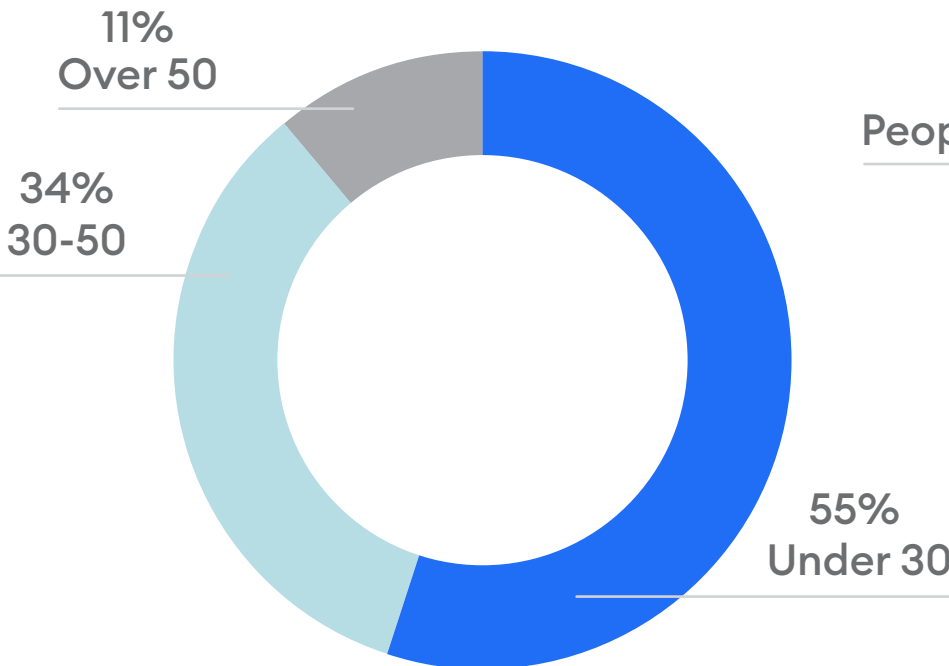
# Associates at PetSmart

*This data is reflective of a total associate<sup>1</sup> count of 45,392, as of January 2025.*

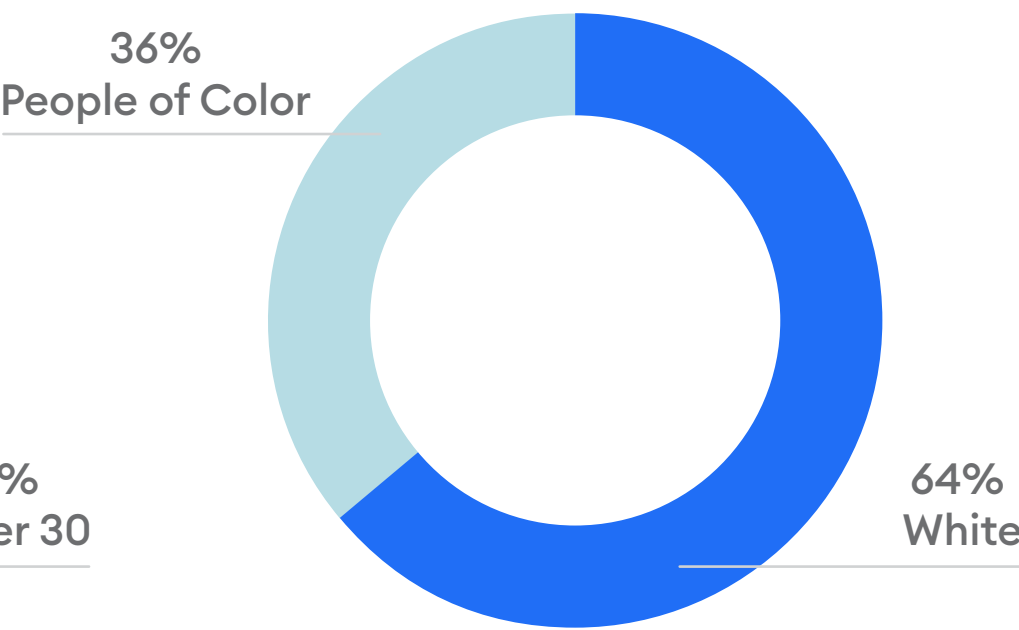
Gender | Total Associates



Age | Total Associates

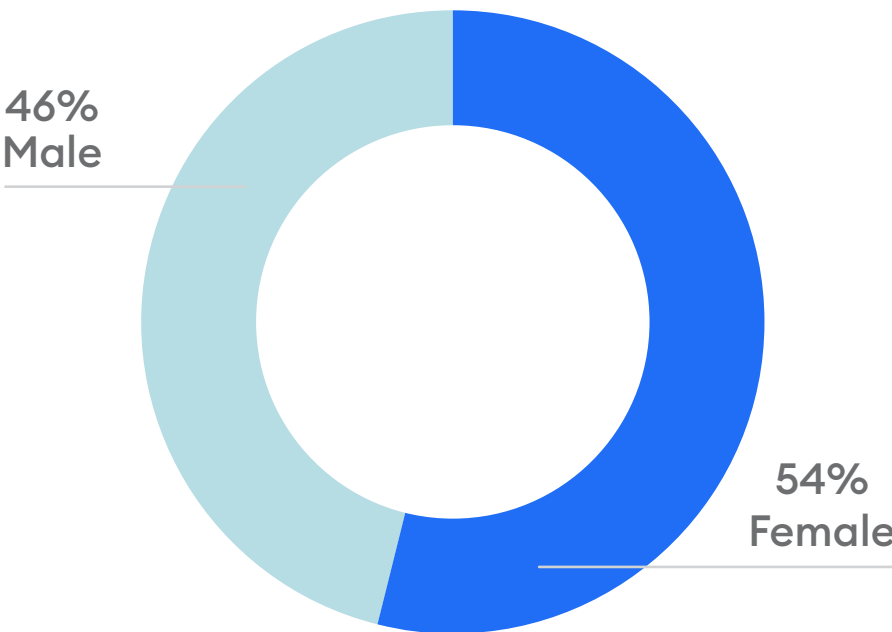


Race | Total Associates



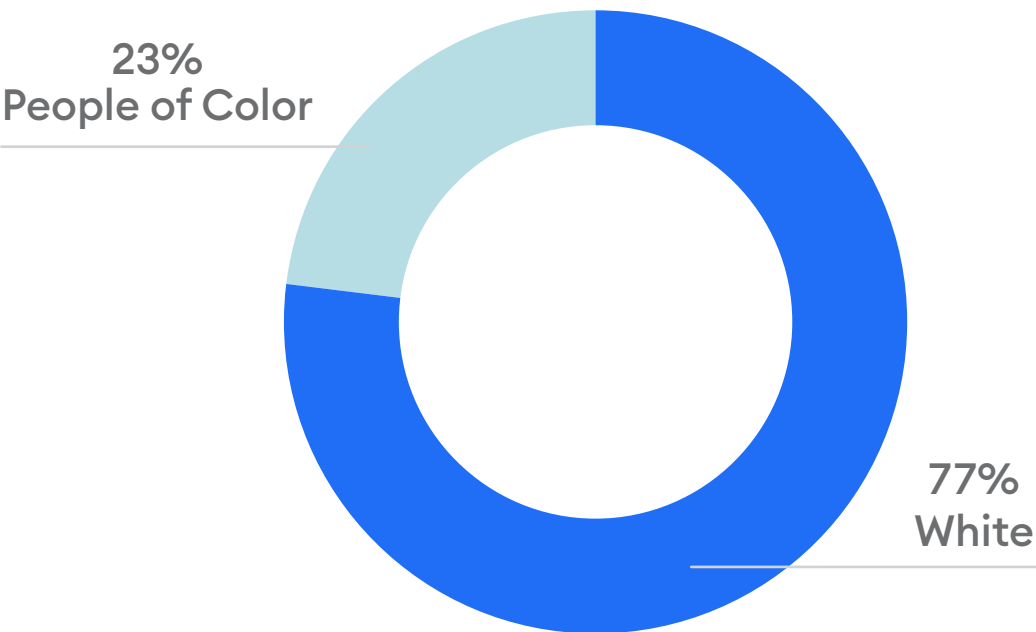
Gender | Leaders of People<sup>2</sup>

Total Count: 3,886



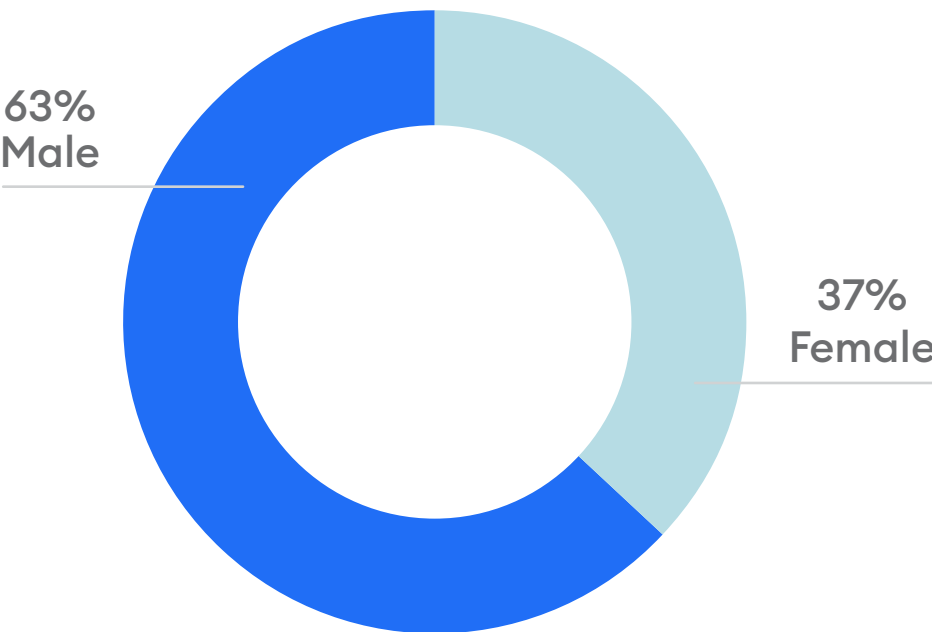
Race | Leaders of People

Total Count: 3,886



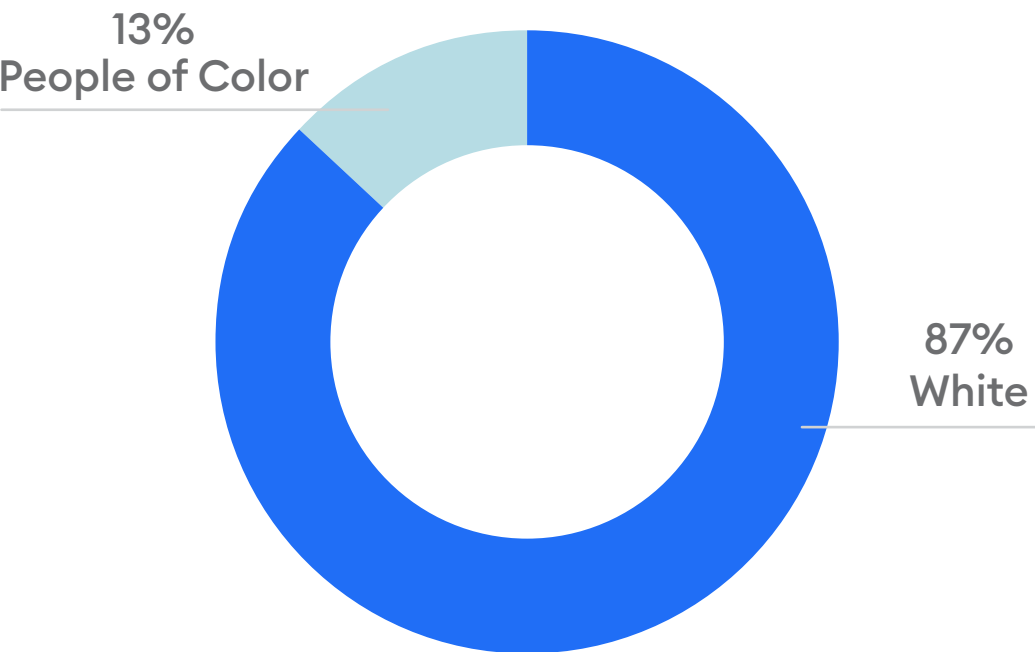
Gender | Vice Presidents & above

Total Count: 63



Race | Vice Presidents & above

Total Count: 63



<sup>1</sup> Associate data includes U.S. and Puerto Rico associates, as well as Only Natural Pet. Data excludes Canada and Costa Rica associates, PetSmart Charities, seasonal associates, interns and temporary associates.

<sup>2</sup> Leaders of people include all associates with a direct report and excludes vice presidents and executives.



# Responsible Consumption

In 2024, we reduced our emissions intensity by 18%, our total energy usage by 18% and our water usage by 1%. Reductions in emissions intensity and energy usage were driven by cleaner grids as more renewables are incorporated into the generation mix, as well as our own energy reduction initiatives in stores.

## Emissions (MTCO2e)

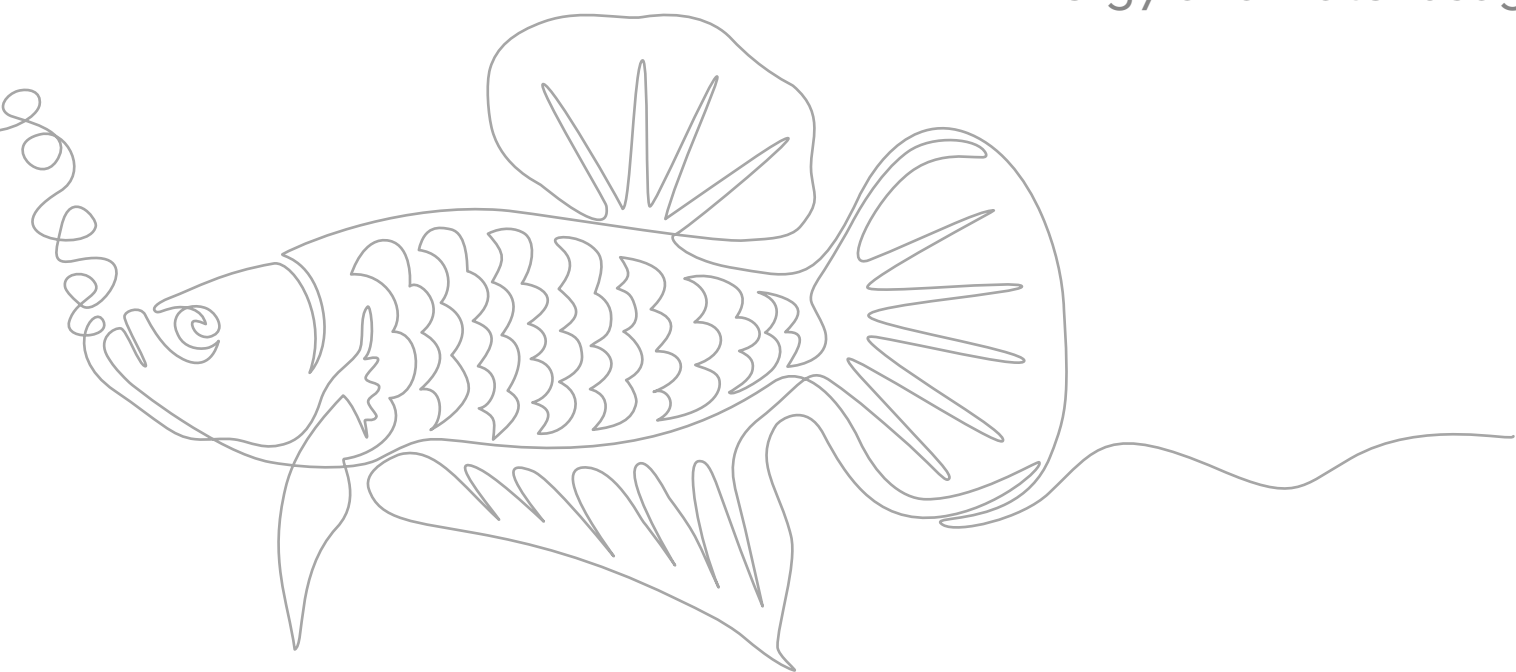
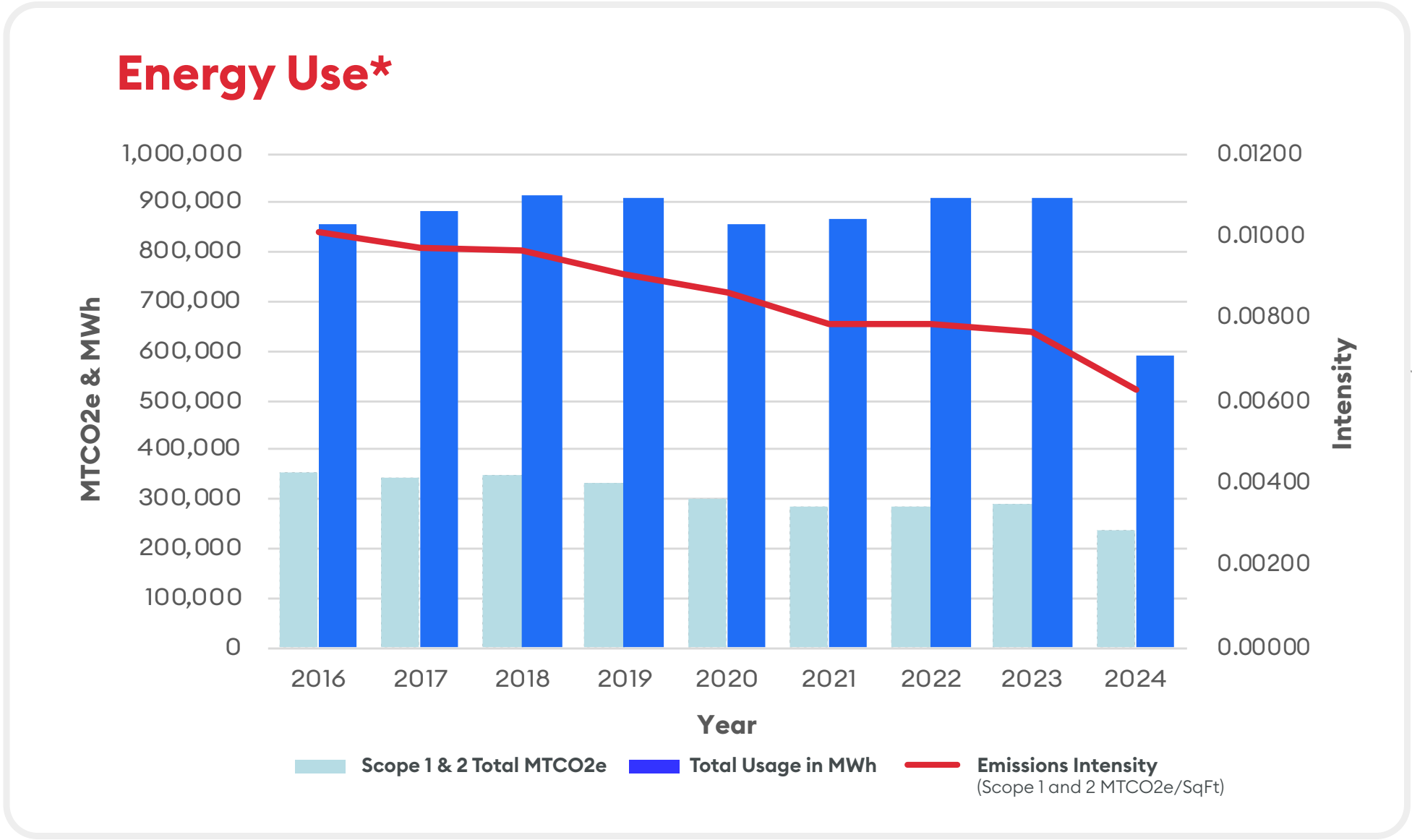
	2018	2019	2020	2021	2022	2023	2024
Scope 1	67,093	67,613	66,780	69,814	63,569	64,298	43,114
Scope 2	281,452	266,799	231,364	216,284	221,588	225,393	195,199
Scope 1 & 2 MTCO2e	348,545	334,412	298,144	286,098	285,157	289,692	238,313
Total GHGs (MTCO2e)	348,545	337,782	298,589	286,421	286,173	291,517	238,313

## Water Usage\*

While water usage by square footage was slightly up in 2024, overall water consumption was down. This was driven by the continued execution of our store retrofit strategy which we anticipate will result in several upgrades at 600 PetSmart stores nationwide by 2026. In 2024, we installed new fish wall systems in 205 stores, achieving significant water savings.

Year	Total Usage (kGal)	Usage per sq/foot
2016	840,971	0.0229 kGal/sqft
2017	888,020	0.0233 kGal/sqft
2018	865,355	0.0222 kGal/sqft
2019	865,047	0.0222 kGal/sqft
2020	792,365	0.0203 kGal/sqft
2021	842,516	0.0215 kGal/sqft
2022	813,227	0.0207 kGal/sqft
2023	822,276	0.0210 kGal/sqft
2024	814,007	0.0213 kGal/sqft

\*Energy and water usage provided by third-party bill pay partner





# Diverting Waste

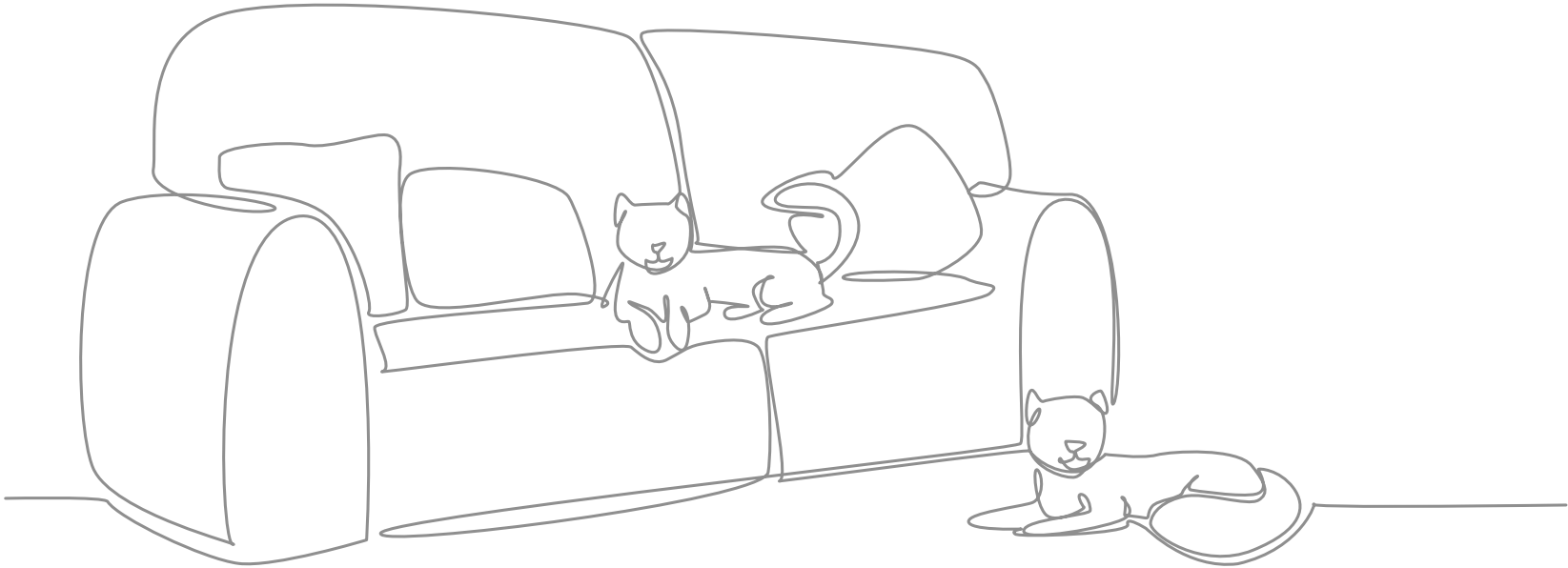
As we work toward our goal of diverting 75% of all waste from landfills by 2030, we continue to identify waste streams that can be targeted for reuse and recycle programs. **In 2024, we diverted 57.4% of our waste from landfill.**

## Waste Diversion at Our Distribution Centers

	2021	2022	2023	2024
Recycled corrugate	9,670 tons	9,829 tons	9,087 tons	7,160 tons
Recycled stretch wrap	681 tons	798 tons	748 tons	569 tons
Waste to landfill	6,362 tons	7,052 tons	5,548 tons	4,237 tons
Percent recycled	62%	60%	64%	64.50%

## Waste Diversion at Our Stores

	2021	2022	2023	2024
Waste generated	102,203 tons	104,909 tons	107,983 tons <sup>1</sup>	108,778 tons
Waste diverted	57,821 tons	60,547 tons	61,093 tons	61,602 tons
Percent diverted	56.6%	58%	57%	57%



<sup>1</sup>We have revised 2023 waste generated in stores to reflect updated data received from our waste vendors. The change does not have an impact on percent diversion.



# GRI Content Index

Statement of use: PetSmart has reported with reference to the GRI Standards for the period January 1, 2024 - December 31, 2024

GRI 1 used: GRI 1: Foundation 2021

## GRI 2: General Disclosures 2021

GRI Standard	Disclosure Title	PetSmart Response
2-1	Organizational details	About PetSmart, <a href="#">p. 7</a> , 2024 CSR Report; PetSmart is a privately-held limited liability company (LLC)
2-2	Entities included in the organization’s sustainability reporting	About this Report, <a href="#">p. 47</a> , 2024 CSR Report
2-3	Reporting period, frequency and contact point	About this Report, <a href="#">p. 47</a> , 2024 CSR Report
2-4	Restatements of information	This report includes no restatements of information.
2-5	External assurance	About this Report, <a href="#">p. 47</a> , 2024 CSR Report
2-6	Activities, value chain and other business relationships	About PetSmart, <a href="#">p. 7</a> , 2024 CSR Report
2-7	Employees	Associates at PetSmart, <a href="#">p. 49</a> , 2024 CSR Report
2-9	Governance structure and composition	Strong Governance & Business Practices, <a href="#">p. 40</a> , 2024 CSR Report
2-11	Chair of the highest governance body	The Chair of the Board is not a senior executive in the organization.
2-12	Role of the highest governance body in overseeing the management of impacts	Strong Governance & Business Practices, <a href="#">p. 40</a> , 2024 CSR Report CSR Governance, <a href="#">p. 8</a> , 2024 CSR Report



GRI 2: General Disclosures 2021

GRI Standard	Disclosure Title	PetSmart Response
2-13	Delegation of responsibility for managing impacts	Strong Governance & Business Practices, <a href="#">p. 40</a> , 2024 CSR Report CSR Governance, <a href="#">p. 8</a> , 2024 CSR Report
2-14	Role of the highest governance body in sustainability reporting	About this Report, <a href="#">p. 47</a> , 2024 CSR Report
2-15	Conflicts of interest	We conduct a quarterly review for conflicts of interest among our primary shareholders and have established a robust disclosure, approval and management process for any transaction that may result in cross-shareholding.
2-22	Statement on sustainable development strategy	A Message from our President & Chief Executive Officer, <a href="#">p. 4</a> , 2024 CSR Report
2-23	Policy commitments	<a href="#">Code of Ethics &amp; Integrity</a>
2-24	Embedding policy commitments	<a href="#">Code of Ethics &amp; Integrity</a> <a href="#">Supplier Code of Conduct</a> Strong Governance & Business Practices, <a href="#">p. 40</a> , 2024 CSR Report Ethical & Sustainable Sourcing, <a href="#">p. 45</a> , 2024 CSR Report
2-25	Processes to remediate negative impacts	<a href="#">Code of Ethics &amp; Integrity</a>
2-26	Mechanisms for seeking advice and raising concerns	<a href="#">Code of Ethics &amp; Integrity</a>
2-28	Membership associations	Stakeholder Engagement, <a href="#">p. 9</a> , 2024 CSR Report
2-29	Approach to stakeholder engagement	Stakeholder Engagement, <a href="#">p. 9</a> , 2024 CSR Report
2-30	Collective bargaining agreements	0.04% of employees are covered by collective bargaining agreements



GRI 3: Material Topics 2021

GRI Standard	Disclosure Title	PetSmart Response
3-1	Process to determine material topics	Material Topics, <a href="#">p. 10</a> , 2024 CSR Report
3-2	List of material topics	Material Topics, <a href="#">p. 10</a> , 2024 CSR Report

GRI 203: Indirect Economic Impacts 2016

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	PetSmart Charities, <a href="#">p. 23</a> , 2024 CSR Report
203-1	Infrastructure investments and services supported	PetSmart Charities, <a href="#">p. 23</a> , 2024 CSR Report
203-2	Significant indirect economic impacts	PetSmart Charities, <a href="#">p. 23</a> , 2024 CSR Report

GRI 205: Anti-corruption 2016

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	Strong Governance & Business Practices, <a href="#">p. 40</a> , 2024 CSR Report
205-1	Operations assessed for risks related to corruption	100% of owned operations have been assessed for risks related to corruption through our enterprise risk management process
205-2	Communication and training about anti-corruption policies and procedures	<a href="#">Code of Ethics &amp; Integrity</a>



## GRI 3: Material Topics 2021

### GRI 301: Materials 2016

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	Advancing our sustainable packaging strategy, <a href="#">p. 45</a> , 2024 CSR Report
301-1	Materials used by weight or volume	Advancing our sustainable packaging strategy, <a href="#">p. 45</a> , 2024 CSR Report

### GRI 302: Energy 2016

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	Responsible Consumption, <a href="#">p. 41</a> , 2024 CSR Report
302-1	Energy consumption within the organization	Energy use intensity, <a href="#">p. 50</a> , 2024 CSR Report <sup>1</sup>
302-3	Energy intensity	Energy use intensity, <a href="#">p. 50</a> , 2024 CSR Report
302-4	Reduction of energy consumption	Responsible Consumption, <a href="#">p. 41</a> , 2024 CSR Report

### GRI 303: Water and Effluents 2018

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	Responsible Consumption, <a href="#">p. 50</a> , 2024 CSR Report
303-1	Interactions with water as a shared resource	Responsible Consumption, <a href="#">p. 50</a> , 2024 CSR Report <sup>2</sup>

### <sup>1</sup>Energy Use

Heating	MTCO2e
Natural Gas	41,617
Propane	959

### <sup>2</sup>Water Withdrawal

Type	kGal
Waste Water	799,501
Water	767,562
Irrigation, Cooling, Sprinklers	14,507



GRI 3: Material Topics 2021

GRI 304: Biodiversity 2016

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	We believe that providing a legal and traceable supply chain for the sale of live pets with accountable vendors and breeders is paramount for responsible pet ownership. Our specialty pet business includes certain species of fish, birds, reptiles, amphibians, invertebrates and other small animals. When considering animals for sale in our stores, we review criteria which includes, but is not limited to, conservation and trade status (within the International Union for Conservation of Nature and the Convention on International Trade in Endangered Species), safety and public health factors, and environment and care requirements. We also closely monitor the regulatory landscape, evolving animal welfare standards and consumer preferences to inform our decisions on small pet sourcing and sales.
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	To determine appropriateness of the sale of a species, we require review and evaluation of the International Union for Conservation of Nature (IUCN) species list.

GRI 305: Emissions 2016

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	Responsible Consumption, <a href="#">p. 50</a> , 2024 CSR Report
305-1	Direct (Scope 1) GHG emissions	Responsible Consumption, <a href="#">p. 50</a> , 2024 CSR Report
305-2	Energy indirect (Scope 2) GHG emissions	Responsible Consumption, <a href="#">p. 50</a> , 2024 CSR Report
305-3	Other indirect (Scope 3) GHG emissions	We track Scope 3 emissions related to business travel. <sup>1</sup>
305-4	GHG emissions intensity	Responsible Consumption, <a href="#">p. 50</a> , 2024 CSR Report
305-5	Reduction of GHG emissions	Responsible Consumption, <a href="#">p. 50</a> , 2024 CSR Report

<sup>1</sup>Scope 3 Emissions

All Travel	Carbon Emission DEFRA (kg CO2)	CO2-e Emissions (mtons)
Air	2,557,795.49	2,569.01
Rail	19.21	0.02
Car	131,558.51	131.56
Hotel	372,151.80	372.15
Total	3,061,525.01	3,072.74



GRI 3: Material Topics 2021

GRI 306: Waste 2020

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	Diverting Waste, <a href="#">p. 51</a> , 2024 CSR Report
306-1	Waste generation and significant waste-related impacts	Diverting Waste, <a href="#">p. 51</a> , 2024 CSR Report
306-2	Management of significant waste-related impacts	Diverting Waste, <a href="#">p. 51</a> , 2024 CSR Report
306-3	Waste generated	Diverting Waste, <a href="#">p. 51</a> , 2024 CSR Report
306-4	Waste diverted from disposal	Diverting Waste, <a href="#">p. 51</a> , 2024 CSR Report
306-5	Waste directed to disposal	Diverting Waste, <a href="#">p. 51</a> , 2024 CSR Report We directed 53.6 tons of hazardous waste to disposal in 2024.

GRI 401: Employment 2016

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	Empowered People, <a href="#">p. 27</a> , 2024 CSR Report
401-1	New employee hires and employee turnover	We hired 15,923 new associates in 2024. Our attrition rate was 47%.
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Keeping the Pack Well, <a href="#">p. 32</a> , 2024 CSR Report <a href="#">benefits.petsmart.com</a>
401-3	Parental leave	543 associates used our paid parental leave benefit in 2024, including 419 females and 124 males.



GRI 3: Material Topics 2021

GRI 403: Occupational Health and Safety 2018

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	Keeping the Pack Safe, <a href="#">p. 33</a> , 2024 CSR Report
403-1	Occupational health and safety management system	Our safety program elements are designed to foster a culture of safety and commitment to preventing injuries and meet all federal, state, and provincial health and safety regulations.
403-2	Hazard identification, risk assessment, and incident investigation	Potential hazards are identified and resolved through operational processes including safety inspections, safety meetings, and our safety observations program where associate safe behaviors are coached and recognized in the moment. All associates are required to immediately address safety issues and report unsafe conditions or behaviors, no matter how minor, to their leader to aid in resolution. All associate work-related injuries or illnesses are required to be reported within our integrated incident management system and be investigated to determine root cause and develop a plan to prevent a recurrence. In addition to DC and Store level inspections and observations, field leadership and Internal Audit conduct similar audits to aid in identifying hazards and process improvements.
403-3	Occupational health services	Keeping the Pack Safe, <a href="#">p. 33</a> , 2024 CSR Report
403-4	Worker participation, consultation, and communication on occupational health and safety	Keeping the Pack Safe, <a href="#">p. 33</a> , 2024 CSR Report
403-5	Worker training on occupational health and safety	Keeping the Pack Safe, <a href="#">p. 33</a> , 2024 CSR Report
403-6	Promotion of worker health	Keeping the Pack Well, <a href="#">p. 33</a> , 2024 CSR Report <a href="#">benefits.petsmart.com</a>
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Keeping the Pack Safe, <a href="#">p. 33</a> , 2024 CSR Report
403-8	Workers covered by an occupational health and safety management system	100% of associates are covered by an occupational health and safety management system.
403-9	Work-related injuries	Keeping the Pack Safe, <a href="#">p. 33</a> , 2024 CSR Report
403-10	Work-related ill health	Keeping the Pack Safe, <a href="#">p. 33</a> , 2024 CSR Report



GRI 3: Material Topics 2021

GRI 404: Training and Education 2016

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	Growing Together at PetSmart, <a href="#">p. 31</a> , 2024 CSR Report
404-2	Programs for upgrading employee skills and transition assistance programs	Growing Together at PetSmart, <a href="#">p. 31</a> , 2024 CSR Report
404-3	Percentage of employees receiving regular performance and career development reviews	All PetSmart associates receive regular performance reviews. Review types, and the integration of career development topics, vary by role and level.

GRI 405: Diversity and Equal Opportunity 2016

GRI Standard	Disclosure Title	PetSmart Response
405-1	Diversity of governance bodies and employees	Associates at PetSmart, <a href="#">p. 49</a> , 2024 CSR Report

GRI 408: Child Labor 2016

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	Ethical & Sustainable Sourcing, <a href="#">p. 45</a> , 2024 CSR Report
408-1	Operations and suppliers at significant risk for incidents of child labor	<p>PetSmart has a social responsibility program that evaluates its proprietary brand suppliers on an annual basis. PetSmart follows the World Governance Indicators (WGI) scorecard to evaluate risk by country. Factories located in countries presenting a higher risk are required to undergo a social audit every year. Audit results are evaluated, and the factory is obligated to complete and submit to PetSmart an extensive corrective action plan (CAP) to remedy all observed non-compliances. Year-over-year performance is tracked to ensure suppliers are taking steps to comply with and perpetually maintain standards established by PetSmart’s Code of Conduct.</p> <p>PetSmart’s Internal Audit (IA) team pre-screens suppliers prior to awarding business. This screening process assesses risk based on several factors including, but not limited to, location, size, annual business and product type. The IA team reserves the right to conduct random visits to factories across the globe and notify PetSmart of any non-conformances potentially requiring actions. Our program is intended to educate vendors to proactively prevent forced/child labor issues in their operations. We will not engage with a new supplier if we become aware during screening of child labor or forced labor.</p>



## GRI 3: Material Topics 2021

### GRI 409: Forced or Compulsory Labor 2016

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	Ethical & Sustainable Sourcing, <a href="#">p. 45</a> , 2024 CSR Report
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	<p>PetSmart’s Internal Audit (IA) team pre-screens all proprietary brand vendors prior to awarding business. This screening process assesses risk based on several factors including, but not limited to, location, size, annual business and product type. The IA team reserves the right to conduct random visits to factories across the globe and notify PetSmart of any non-conformances potentially requiring action. Our program is intended to educate vendors to proactively prevent forced/child labor issues in their operations.</p> <p>To mitigate the occurrence of forced labor, PetSmart has instituted processes around high-risk materials. PetSmart defines these materials as those known to have origins in areas of the world where forced or compulsory labor takes place. PetSmart performs supply chain due diligence efforts focusing on products identified to contain high-risk materials to ensure that our products and materials used in our products are not sourced from such areas.</p>

### GRI 414: Supplier Social Assessment 2016

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	Ethical & Sustainable Sourcing, <a href="#">p. 45</a> , 2024 CSR Report
414-1	New suppliers that were screened using social criteria	<p>PetSmart’s Internal Audit (IA) team pre-screens all proprietary brand vendors prior to awarding business. This screening process assesses risk based on several factors including, but not limited to, location, size, annual business and product type. The IA team reserves the right to conduct random visits to factories across the globe and notify PetSmart of any non-conformances potentially requiring action.</p> <p>Our program is intended to educate vendors to proactively prevent forced/child labor issues in their operations.</p>



GRI 3: Material Topics 2021

GRI 415: Public Policy 2016

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	PetSmart’s political activities are coordinated to ensure that any positions we may take and initiatives we may support are consistent with our values. All decisions regarding PetSmart’s position on an issue and any political contributions are made through the Corporate Office in conjunction with the Chief Legal Officer. Any position on a political cause or activities in support of or against a matter or candidate that is not approved by and issued through the Corporate Office is not endorsed by and cannot be attributed to PetSmart. Associates are encouraged to participate in the political process and engage in activities that improve our communities. If associates contribute time or money to political activities, they are required to make it clear that they are acting independently, and not on behalf of PetSmart.
415-1	Political contributions	PetSmart did not make financial or in-kind political contributions in 2024.

GRI 416: Customer Health and Safety 2016

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	Our Commitment to Pet Health & Safety, <a href="#">p. 15</a> , 2024 CSR Report Products for Healthy Pets, <a href="#">p. 22</a> , 2024 CSR Report Product Quality, <a href="#">p. 45</a> , 2024 CSR Report Keeping the Pack Safe, <a href="#">p. 33</a> , 2024 CSR Report
416-1	Assessment of the health and safety impacts of product and service categories	Products for Healthy Pets, <a href="#">p. 22</a> , 2024 CSR Report Product Quality, <a href="#">p. 45</a> , 2024 CSR Report



GRI 3: Material Topics 2021

GRI 417: Marketing and Labeling 2016

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	Our customers expect our marketing communications to be truthful and provide the information they need to make sound purchasing decisions. We follow truth-in-advertising laws and provide customers with accurate and complete information about our products and services. We follow standard processes to confirm that descriptions and claims regarding our products and services are truthful and have been adequately substantiated.
417-1	Requirements for product and service information and labeling	Per its Supplier Code of Conduct and its standard vendor agreements, PetSmart requires the vendors who supply it products to comply with all laws applicable to the products they produce, as well as PetSmart’s own standards and industry best practices. All vendors are required to ensure truth and accuracy in their product claims. Further, PetSmart requires its proprietary brand vendors to comply with additional quality and social responsibility policies.

GRI 418: Customer Privacy 2016

GRI Standard	Disclosure Title	PetSmart Response
3-3	Management of material topics	Data privacy and information security, <a href="#">p. 40</a> , 2024 CSR Report
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	We have no knowledge of any material breaches of customer privacy. PetSmart maintains and practices its Data Incident Response Plan to address potential security and privacy incidents. The Plan includes processes to meet PetSmart’s notification obligations under applicable laws.





**PETSMART**  
ANYTHING for PETS.

