

Abbreviated

PetSmart Animal Welfare Policy

At PetSmart, our commitment to animal welfare is unwavering. Rooted in the principles set forth by the World Organization for Animal Health (WOAH) and its “Five Freedoms”, we ensure that pets in our care have:

- The freedom from hunger, thirst, and malnutrition by providing an appropriate, sufficient diet and clean water
- The freedom from fear and distress by providing safe and enriching temporary environments
- The freedom from physical and thermal discomfort by providing suitable husbandry
- The freedom from pain, injury, and disease by prevention or by empowering rapid diagnosis/treatment
- The freedom to express normal patterns of behavior by providing adequate individual space and substrate

Our approach is informed by our in-house veterinary experts, industry leaders, and partnerships with respected animal welfare organizations, like World Animal Protection. These collaborations, combined with the latest scientific research, help us continually assess what makes a suitable pet and refine and elevate our species sustainability, pet care, welfare, and safety standards.

For pets we sell, our expectation of high standards extends to our supply chain. A cornerstone of our approach is PetSmart’s Vet Assured™ program. This comprehensive program prioritizes the health, safety, and well-being of pets under our vendors’ care from sourcing to delivery at our stores and distribution centers.

- We do not knowingly source pets from vendors involved in illegal or unethical breeding or sourcing practices.
- Live pet vendors, along with any third-party couriers or subcontractors, must comply with all applicable laws, including the Animal Welfare Act, and are expected to uphold health and welfare standards within their policies.
- Compliance with the Vet Assured™ program is continuously monitored, and corrective actions or other measures are taken when noncompliance is identified.

We stand firmly by our promise to provide exceptional care and uphold the highest standards of animal welfare. Our rigorous practices and dedication reflect our unwavering commitment to the health, safety, and well-being of every pet.

