



About Our Canadian Stores

What We're About

We're all about offering Total Lifetime CareSM to our customers, who we call "pet parents." We do this by offering the best products, services, solutions and expertise to help them care for their pets during all stages of life.

Some of the Numbers

- PetSmart has more than 57 retail outlets in Canada located in British Columbia, Alberta, Saskatchewan and Ontario.
- On average, each of our stores:
 - Employs 30 to 40 full and part time associates.
 - Is 20,000 sq. ft.
 - Has a grooming salon, pet training classes and facilitates adoptions of cats and dogs through space provided to local animal welfare partners.
 - Carries more than 10,000 different types of products for dogs, cats, small pets, reptiles, domestic and wild birds and fish, as well as pond equipment and accessories.
 - Offers these companion pets: rats, guinea pigs, gerbils, hamsters, mice, fish, birds and reptiles.
- We open about five new stores per year Canada.
- Stores are divided into the following categories to make our customers' shopping experience more convenient: dog, cat and pet care (small pets, birds, reptiles and fish), as well as the services offered within the store.
- We welcome leashed and vaccinated pets to shop with their pet parents. In an average week, more than 90,000 pets visit a PetSmart store in the United States and Canada.

Date of Incorporation: 1986. However, the first two PetSmart[®] stores opened in Phoenix, Ariz. in 1987.

Our Services

- **Training**

All PetSmart stores offer pet training classes to strengthen the bond between pets and their parents.

 - Specific classes include: Puppy Education, Beginner Education, Intermediate Education, Advanced Education, Click-A-Trick and private sessions.
 - All of our pet trainers are accredited professionals who, in addition to previous training experience, must complete a rigorous accreditation process that includes canine behavior, learning theory, problem solving and handling skills. Our comprehensive instructor program was developed in partnership with expert pet trainers and animal behaviorists.
 - Pet parents can learn from the only trainers in the industry accredited in positive reinforcement techniques.

- **Grooming**
Full-service pet grooming salons are located in all PetSmart stores. Pet parents are invited to watch the grooming process through large windows surrounding the shop.
 - Services include full styling, bathing, brushing, styling, nail clipping and ear and tooth cleaning.
 - Pet groomers complete extensive training at PetSmart's grooming academy and receive the education and resources to work at the highest standard levels in the business.

- **PetSmart PetsHotel®**
The PetSmart PetsHotel is a safe, interactive year-round overnight and day care service for dogs and cats. PetsHotel focuses on providing superior care and personalized attention for all pet guests so their pet parents have peace of mind that their pets are safe and happy.
 - Average PetsHotel size: 5,000 to 7,000 sq. ft.
 - We have four hotels located in Canada. Visit www.petshotel.com for locations and more information.
 - Each PetsHotel offers Doggie Day CampSM, a service where dogs can spend the day socializing and exercising with other dogs under the watchful supervision of PetSmart associates.

PetSmart Charities®

PetSmart Charities of Canada was established in 1999 as a registered charity in Canada. It is a separate entity from both PetSmart Charities, Inc. and PetSmart, Inc. The organization currently partners with more than 80 animal welfare agencies across Canada and has donated more than \$1,206,797 since inception.

Associate Education

All store associates are required to complete a top-notch education program and Basic Creature Comforts training to assist and educate pet parents. Many of our associates are pet parents themselves. This passion for pets, combined with the extensive training provided at PetSmart, enables each associate to become a knowledgeable and accurate resource for our pet parents.