

PETLAND IS PART OF THE SOLUTION

Petland is proud of its commitment to animal welfare and to the quality of its pets. The health and well-being of our pets comes first for all of us at Petland. Healthy pets are our #1 priority. The number one reason an individual becomes a Petland franchisee is his or her love of pets.

Petland is the retail pet industry leader in the area of animal care with ongoing staff training programs, in-store animal husbandry systems and community service programs aimed at placing homeless pets and curbing pet overpopulation in the community.

Our president at Petland, Inc., has met and has offered Petland's assistance to the top officials at the U.S.D.A. to help locate unlicensed puppy breeders and to help close unsanitary breeding facilities.

Over the last 40 years Petland has advanced by developing state-of-the-art standards for its retail pet stores. In recent years, we have had veterinarians and state departments of agriculture consult with us at Petland, Inc. to help them set and help raise pet industry standards.

Petland, Inc. takes proactive measures to help ensure that its stores are not purchasing puppies from unsanitary breeding facilities. Petland, Inc. has a constantly evolving "do-not-buy" list of breeders who internally have been determined to operate substandard facilities. This list is shared among Petland Operations staff and Petland store operators and is used to help all make informed buying decisions.

Most Petland puppies and kittens have been checked by at least two and in many cases three veterinarians before being offered to customers. Every Petland store has a local consulting veterinarian who:

- Performs weekly examinations on new arrivals, and if necessary, provides medical treatment.
- Completes a Puppy/Kitten Care Record to document each pet's health upon its arrival to the store.
- Sets the protocol for in-store preventative health procedures.



- **Adopt-A-PetSM** - Petland opens some of its highly visible kennel windows to homeless pets from local animal shelters, pet rescue groups and others in the community, who may have unplanned litters, to help find suitable families for homeless pets. During the last ten years, Petland has placed more than 270,000 homeless pets – 212,534 homeless kittens and 59,945 homeless puppies.

- **Our Commitment To Healthy Pets** - Our puppies and kittens are the finest available - happy and healthy family pets. Our pets come from professional and hobby breeders who have years of experience in raising quality family pets. Petland puppies are checked by two and in many cases three veterinarians before being offered to our customers. Trained Animal Care Technicians monitor the health of our pets at Petland. Our puppies and kittens also come with extensive health warranties.

- **Spay/Neuter** - Petland Pet Counselors educate new puppy and kitten owners about responsible pet care and participate in cooperative programs with local veterinarians to offer customers discount incentives to spay or neuter their pet. More and more Petland stores are making already altered pets available or offering a free or discount spay-neuter certificate to pet owners who purchase a puppy or kitten.

- **Pets for a LifetimeSM** - With this store policy, Petland's goal is to see that no Petland pets end up homeless or in an animal shelter. Occasionally, circumstances arise making it difficult for pet owners to keep their lifetime promises to Petland pets. In these cases, Petland Pet Counselors encourage customers to let Petland help find a new home for their Petland pet. New owners of Petland puppies receive Puppy Resource Kits, including a listing of local canine resources, a dog training DVD and unlimited, lifetime consultation with a certified canine behavior specialist. Resource kits also are offered to those who adopt our birds, kittens and small animals.

- **Pet Therapy at Petland** - Pet therapy is a natural extension of Petland's retail environment. By definition, pet therapy is the use of animals in the therapeutic treatment of humans. At Petland, we commonly take our pets to visit school children and nursing home residents as studies of the human-animal bond show that pets are good for people.

- **Safari Stan's Children's CharitiesSM** - Safari Stan's Children's Charities by Petland was formalized in 1994. Petland has two children's charities - Make-A-Wish Foundation[®] of America and St. Jude Children's Research Hospital. Petland collects funds year-round for St. Jude, and, since 1998 has fulfilled 68 pet-related wishes.