



PETSMART
Charities®

2019

Annual Report



**Strengthening the
human-animal bond by
supporting pets and those
who love them.**

CELEBRATING

Decades Making a Difference

Twenty-five years seems like yesterday, and still, PetSmart Charities will never relent in its commitment to support change-making organizations that further the well-being of pets and their people. As the leading funder of animal welfare, we will continue to make a direct impact in pet-loving communities for decades to come.

YEARS

SINCE 1994 IN NORTH AMERICA

MORE THAN

9 million

FAMILIES CREATED
THROUGH ADOPTIONS



MORE THAN

400,000

PETS ASSISTED THROUGH
EMERGENCY RELIEF



MORE THAN

\$450 million

GRANTED TO CHANGE-MAKING
ORGANIZATIONS





A FEW WORDS FROM OUR CHAIRMAN

Our pact to make an impact.

Happy 25th Anniversary!

From the very beginning, PetSmart has been committed to addressing the problem of pet homelessness. That's why we've never sold dogs or cats in our stores, and instead created PetSmart Charities as an independent animal welfare organization. Through our PetSmart Charities In-store Adoption Program, PetSmart provides valuable space in every store to local adoption partners to help homeless pets get adopted. A quarter of a century and 9 million pet adoptions later, this legacy continues.

As chairman of the board, I see firsthand how our work over the past 25 years has evolved from helping create bonds through pet adoptions, to amplifying the healing power of pets, to helping keep pets in the arms of those who love them. I also see how we are making a difference in the lives of pets and pet parents every single day thanks to passionate associates, customers and generous donors.

As we celebrate our 25th anniversary, we pay tribute to our early days and we share our excitement for the future.

Our work wouldn't be possible without each of you. We are grateful for your generosity and thank you for supporting PetSmart Charities.

J. K. SYMANCYK

PRESIDENT AND CEO, PETSMART AND CHAIRMAN,
PETSMART CHARITIES BOARD

Key Areas of Focus

Through our investment in four strategic pillars, we're making positive changes in the lives of pets, families, and communities.

1 PET ADOPTION

With help from more than 4,000 adoption partners, and adoption centers in over 1,600 PetSmart stores, we help pets in need find the loving homes they deserve.

2 PRESERVING FAMILIES

We're committed to supporting programs that keep pets and people together when they are faced with challenges such as homelessness, domestic abuse, or other life transitions.

3 ACCESS TO VETERINARY CARE

Every pet deserves medical care, but for many, access isn't always available. We're investing in opportunities for basic veterinary care for under-resourced pets.

4 INFLUENCING COMMUNITIES

As firm believers that pets make us better people and make our communities stronger, we're proud to support programs that reinforce the benefits pets bring into our lives.

1 Pet Adoption

MEET LUNA, OUR 9 MILLIONTH ADOPTED PET

Luna, a five-year-old Pitbull mix from Phoenix, AZ, became PetSmart Charities' 9 millionth adopted pet when Bekah Wilson and Bri Sommers adopted her.

The two realized Luna was at their local PetSmart and visited with her that same evening. "We just couldn't leave without her," Wilson said. "We just saw how loving she is and how adorable she was, and we were just hooked on the spot after that."

Luna is a special-needs dog. Arizona Humane Society's Emergency Medical Team rescued her after a dog fight. She had extensive injuries, especially to her front leg. AHS tried to save the leg, but it had become lame and ended up removing it.

Luna instantly changed the couple's life, even though the first few days were hard. "She struggled the first couple of days," Sommers said. "The first week, we stayed up with her until midnight or 1 a.m. every night just trying to get her to calm down and sleep." The new pet parents want other potential adopters to know just because a dog may require a bit of patience at first, the payoff is worth it.





2 Preserving Families

KEEPING PETS AND FAMILIES TOGETHER

Boarding pets for the homeless, survivors of domestic violence, and seniors going through financial challenges, Bed-N-Biscuits doesn't just help pets; they're changing lives. Bed-N-Biscuits, a microenterprise of Switchpoint Community Resource Center, was started three and a half years ago when they realized many of the homeless Veterans they serve have pets, and those pets are the most important thing in their lives. Many homeless shelters across the U.S. don't allow pets. The idea took off from there.

The people who work at Bed-N-Biscuits are comprised of professionals who have been trained in dog handling and grooming, as well as certified trainers. They work alongside residents from Switchpoint to teach them those skills. This work is so rewarding for people who suffer from PTSD, because dogs just love everybody.

Funds from PetSmart Charities allowed them to partner with their local domestic violence shelter, the DOVE Center. Knowing that as families flee domestic violence, one of the things that is so worrisome is having to leave a pet behind. Now they take dogs from DOVE Center and give them a safe place to stay and be taken care of while the family is in the domestic violence shelter.

3 Access to Veterinary Care

SUPPORTING SENIORS AND THEIR PETS

One-in-four seniors live alone, often with a pet as their only source of comfort. With nearly 7 million seniors living at or below the poverty line, many are finding it increasingly difficult to support themselves – let alone a pet. Meals on Wheels America, the leading organization dedicated to addressing senior isolation and hunger, says thousands of their pet-owning clients will forgo their own resources to ensure their pets are fed and cared for before themselves.

That's why in 2019, we proudly committed \$3 million to Meals on Wheels America to fund a three-year partnership that will help pets of home bound-seniors receive access to veterinary care as well as delivered meals for their pets. While the program will support pet food programming, a large portion of the partnership is aimed at strengthening the human-animal bond by giving seniors peace-of-mind that their loyal companions have access to basic healthcare. The partnership is the first of its kind supported on a nationwide scale and is the largest gift from PetSmart Charities in our 25-year history.





4 Influencing Communities

THE HEALING POWER OF UNCONDITIONAL LOVE

For the staff and patients at Children's Hospital Colorado, 2019 brought a little extra flair with the addition of Ralph Lauren as a full-time member of the pack -- only this Ralph Lauren is more than a fashion icon. Ralph, better known as Ralph, MD, became the first official facility dog to join the hospital's medical dog program with help from a PetSmart Charities grant. Through the program, Ralph has touched the lives of thousands of families and made a difference for both patients and staff struggling to find comfort during trying times. The success of the program warranted the addition of two more 'dogtors' to join in team, Halo, MD, and Galaxy, MD. With the support of their handlers and child life specialists, the pups help kids heal from illness or injury and cope with the stress or anxiety that may come with a stay in the hospital. Their calming presence and joy-inducing tail-wags help motivate patients to meet their goals, make the clinical environment feel more like home and give kids a reason to play and smile, even when they're sick.

OUR IMPACT

Your support changes lives in communities across the United States. See the impact near you.

San Francisco SPCA

By creating a coalition with surrounding shelters, SFSPCA transports pets from overpopulated shelters into communities with a higher demand for adoptable animals — giving pets a greater chance at finding loving homes.

Cat Tails

From the moment Cat Tails Adoption Services takes in a homeless pet, they dedicate their time and resources to making sure that cat or kitten is healthy, happy and ready to find success with an adoptive family.

Texas Litter Control

On a mission to serve the many animals and people in need within their community, Texas Litter Control provides high quality, low-cost spay, neuter, and wellness services to help prevent pet homelessness before it starts.

Wings of Rescue

In 2019, Hurricane Dorian tore through the Bahamas, leaving nothing but devastation in its path. Our partners at Wings of Rescue responded to provide relief and unite pets in need with loving families.



FRANCESCA
DONOR

Donor Message

“

I just wanted to be able to continue to give back because I have such strong love for my two adopted animals that I want to help any way I can.

”

Donor Message

“

We've always loved animals and there are always animals in need of homes. I give because PetSmart Charities is the heart of saving animals

”



GAIL
DONOR

A LOOK AT THE NUMBERS

Our **2019 Financials**



FUNDING SOURCES

Individual Donations	\$45.3M
PetSmart, Inc Contributions	\$26.9M
Corporate, Foundations, etc.	\$2.0M
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Total Operating Income	\$74.2M

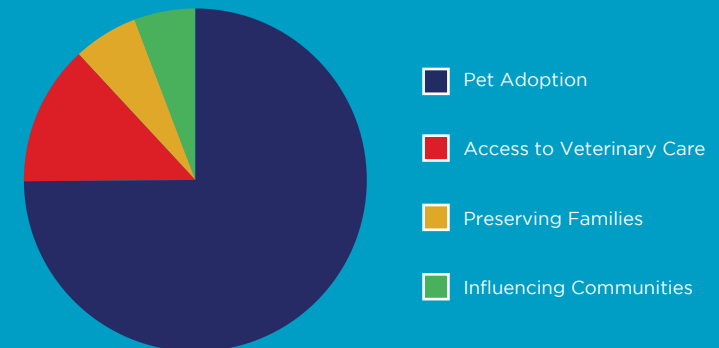
EXPENSES

Program	\$61.4M
Fundraising	\$1.1M
Administrative	\$2.3M
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Total Expenses	\$64.8M

Total Net Operating	\$9.4M
Investment Income (Net)	\$4.1M
Other Loss	\$(0.1)M
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Change in Net Assets	\$13.3M
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Beginning Net Assets	\$46.3M
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Ending Net Assets	\$59.6M

PROGRAM EXPENSE BREAKDOWN

Pet Adoption	\$45.3M
Access to Veterinary Care	\$8.9M
Preserving Families	\$3.7M
Influencing Communities	\$3.5M
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Total Program Expense	\$61.4M



OUR LEADERSHIP

Board of Directors

OFFICERS

J.K. Symancyk	Chairman, Director
Elizabeth McLaughlin	Vice Chairman, Director
Chris McCurdy	President (Interim), Director
Janet Henry	Secretary

DIRECTORS

Ashley Dobbs	Director
R Christine Hershey	Director
Mark Stetter	Director
Neal Litvack	Director
Lacey Bundy	Director

Here's to you.

The generous donors. The shelters. The rescues. The care providers.
The first-responders. The loving homes. Because of you, we're able to make
a direct impact in pet loving communities across the United States.

Thank you.

