Petco and the Petco Foundation – Committed to Lifesaving

Petco and Unleashed by Petco teams across the country encourage their communities to Think Adoption First by partnering with local animal welfare organizations to make animals available for adoption in our stores. Each year, these partnerships help more than 400,000 pets find loving homes and families.

At the Petco Foundation, we believe that every animal deserves to live its best life. Since 1999, we’ve invested in lifesaving animal welfare work to make that happen. Through the Think Adoption First program, we partner with Petco stores and animal welfare organizations across the country to increase pet adoptions. So far, we’ve helped millions of pets get adopted. Visit petcofoundation.org to learn more about our lifesaving work.

*NOTICE: Throughout this handbook Petco, Unleashed by Petco and Drs. Foster & Smith stores are herein referred to as “Petco”. The guidelines contained herein are subject to change without notice at the sole discretion of Petco or the Petco Foundation, with or without notice. The Petco Foundation makes no express or implied warranties in regards to this handbook and is not responsible for errors, or for incidental or consequential damages in connection with the furnishing or use of this material. Visit Petcofoundation.org for the latest version of the handbook.*
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Rev 03.01.2017
PROGRAM OVERVIEW

INTRODUCTION
Thank you for your lifesaving work promoting pets for adoption within your community. We’re thrilled to be your partners in lifesaving!

Please ensure this handbook has been reviewed by all staff and volunteers from your organization who will be participating in adoptions in Petco stores. The manual was designed to help maintain high-standards and uniformity for adoptions occurring in stores across the country. We want every guest in Petco stores to have a great experience with us – and with you!

All representatives of your organization expected to abide by the requirements, policies and procedures stated in this handbook in order to continue a partnership with Petco and the Petco Foundation. Animal care and customer service are an integral and important aspect of Petco and the Petco brand, and we consider these requirements to be non-negotiable.

VIN – VENDOR IDENTIFICATION NUMBER
When your organization was approved as an adoption partner you received a Vendor Identification Number. This number identifies your organization within Petco systems and should be entered on every Petco Adoption Form (see Adoption Process, page 11).

To protect your organization do not share or allow another group to use your VIN, or process adoptions using your VIN.

GENERAL REQUIREMENTS FOR ALL PARTNERS
Provide the Store Leader or Adoption Captain with names and contact numbers of the member(s) of your organization to be contacted if an animal becomes sick or injured, the member(s) from your organization responsible for daily maintenance of animals housed on Petco property, and your organization’s veterinary contact information.

From time to time you may be contacted by the Petco Foundation or Petco in regards to your partnership, incidents or particular adoptions for which we’ve received customer complaints. We ask that you respond in a timely manner and be prepared to participate in calls or meetings with professionalism, when asked.

Ensure all adoption staff and volunteers are 18 years of age or older; volunteers who are 16–17 are permitted to attend adoption events only if directly supervised by a volunteer or staff member 18 years or older at all times.

QUESTIONS ABOUT THE PROGRAM
If you have any questions about this handbook or feel that you cannot comply with any policy or procedure, please speak with your store leadership team immediately or email adoptions@petco.com.
PEOPLE YOU SHOULD KNOW

**PETCO STORE LEADERS**

• Petco Store Leaders lead all store functions and are responsible for the decision-making and management of your local store.

**GUEST EXPERIENCE LEADERS**

• Guest Experience Leaders are the catalyst and champion for relationship building with Petco guests and ensure the health, welfare and proper care of live animals within Petco stores.

**PETCO ADOPTION CAPTAINS**

• Petco Adoption Captains work within the Petco store and have been chosen by store leadership to be your main contact. The adoption captain’s primary responsibility is to review current health records in order to verify that all adoptable animals at their Petco store are healthy and up-to-date on their vaccinations. Adoption captains may also work directly with your organization during all adoption events to answer questions and provide support, including helping new pet parents shop for supplies and ensuring the success of your partnership with Petco.

**DISTRICT LEADERS**

• District Leaders support the efforts of your Petco store’s leadership team. They work hand-in-hand to ensure adoption, animal care and customer service expectations are met.

**PETCO FOUNDATION REGIONAL FIELD PROGRAM MANAGERS**

• Petco Foundation Regional Program Managers act as the liaisons for your organization, Petco stores and the Petco Foundation. Their goal is to help develop programs that ensure the success of adoptions nationwide.

**LEADER ON DUTY (LOD)**

• Leader On Duty is a Petco staff leader who is assigned as the point person/manager of the store to provide management coverage seven days a week, across all shifts.

*We encourage you to visit the store and learn the names of your contacts:*

- **Store Leader:**
- **Guest Experience Leader:**
- **Adoption Captain:**
- **Petco Foundation Program Manager:**
PETCO’S STANDARDS FOR GUEST SERVICE

As a Petco adoption partner, you play an important role in ensuring that Petco’s customers, who are guests in our stores, receive care and service that exceeds their expectations and results in an enjoyable in-store experience.

All adoption partners agree to consistently demonstrate their passion for guest engagement through the following actions:

- All outstanding customer service principles must be observed toward potential pet parents
- Treat every guest as the most important visitor of your day
- Demonstrate your passion for animals when engaging guests
- Make sure that prospective adopters are greeted in a reasonable amount of time
- All potential adopter applications should be reviewed on a first-come, first-served basis
- Do not require potential adopters to adopt two or more animals unless there is an extenuating circumstance
- If an adoption is not finalized, contact prospective adopters who have completed adoption applications within 48 hours
- If for any reason you are declining someone’s adoption application, do so with tact and sensitivity

APPEARANCE & ATTENDANCE

As representatives of your organization and while in the store, Petco, it is essential that partners demonstrate good judgment and professional taste in attire. Ensure your representatives:

- Dress neatly, in clean, un-tattered clothing—no short shorts, half-shirts, ripped, stained or provocative clothing, open-toed shoes or sandals, and adhere to good personal hygiene and grooming habits
- Wear a name badge and/or shirt identifying your organization
- Set up the adoption area before the advertised start time of any adoption event or scheduled adoption time
- Do not break down or leave the adoption event prior to advertised end time
- Contact the Store Leader, Guest Experience Leader or Adoption Captain in advance (24 to 48 hours) if the organization cannot attend the scheduled adoption event
ANIMAL/HUMAN HEALTH & SAFETY

At Petco, our philosophy that animals come first drives our emphasis on quality animal care. We strive to provide leading animal care in the industry and hold our adoption partners to the same standards. All animals showcased at a Petco store are required to meet Petco’s expectations of animal care.

All animals, whether they are in stationary habitats or are brought to adoption events or adoption centers, must be 8 weeks or older, free of parasites and any obvious signs of illness or injury as well as up to date with age appropriate vaccinations. If an animal is identified as sick or injured, the adoption organization must immediately remove and treat the animal.

REQUIRED DOCUMENTATION

Adoption Partners must provide store leadership with a copy of the current vaccination records for every animal in the stationary adoption habitats, adoption centers and any on-site adoption events, which will remain on file in the store until the animal is adopted or removed. Animal records should be kept readily available for potential adopters, Petco leadership or inspection by government agencies.

VACCINATION REQUIREMENTS

Vaccination is important for the health of all pets visiting Petco stores therefore we require all dogs and cats to have current vaccinations. Vaccinations must be given prior to an animal coming to a Petco store, preferably at least 48 hours before arrival. Vaccines cannot be administered at Petco, on or off the sales floor, or in the Petco parking lot. Any vaccination standards more stringent than those listed here which may be required by your state, city or county, supersede these minimum requirements:

DOGS AND PUPPIES

<table>
<thead>
<tr>
<th>Age</th>
<th>Series</th>
<th>Vaccinations</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 weeks*</td>
<td>1st series</td>
<td>Distemper, Hepatitis, Parvovirus</td>
</tr>
<tr>
<td>9 – 11 weeks</td>
<td>2nd series</td>
<td>Distemper, Hepatitis, Parvovirus</td>
</tr>
</tbody>
</table>
| 12 weeks and older | Final series | Distemper, Hepatitis, Parvovirus  
                        |                                                   | Rabies (required by 16 weeks)               |

*8 weeks is the minimum age at which a dog can be adopted at a Petco event

CATS AND KITTENS

<table>
<thead>
<tr>
<th>Age</th>
<th>Series</th>
<th>Vaccinations</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 weeks*</td>
<td>1st series</td>
<td>Feline rhinotracheitis, Feline calicivirus, Feline panleukopenia</td>
</tr>
<tr>
<td>9 – 11 weeks</td>
<td>2nd series</td>
<td>Feline rhinotracheitis, Feline calicivirus, Feline panleukopenia</td>
</tr>
</tbody>
</table>
| 12 weeks and older | Final series | Feline rhinotracheitis, Feline calicivirus, Feline panleukopenia  
                        |                                                   | Rabies (required by 16 weeks)               |

*8 weeks is the minimum age at which a cat can be adopted at a Petco event

Note: All states with the exception of Hawaii require the administration of rabies vaccinations.

SPAY & NEUTER REQUIREMENTS

All animals are required to be spayed or neutered prior to adoption (no later than 16 weeks).

If your veterinarian determines the animal is too young for the procedure, the adoptive pet parent must sign a contract stating they agree to have their pet spayed or neutered by a veterinarian. The adoption partner must collect a deposit for the eventual procedure, and must follow up and document that the surgery was completed. All local or state laws and regulations supersede this policy, if more stringent.
DISEASE AND PARASITE TESTING REQUIREMENTS
All animals must be free of internal and external parasites and free from any obvious signs of illness or injury. If an animal is identified as sick or injured, the organization agrees to immediately remove the animal to provide appropriate care.

All dogs and puppies must have a fecal test prior to coming to Petco for adoption. If they test positive for parasites, they will need to be treated before an adoption can take place. If age appropriate, dogs should undergo heartworm testing and be on heartworm preventative.

All cats and kittens must be tested for feline leukemia and the results must be negative in order for them to be showcased for adoption at a Petco store.

Petco supports the promotion of FIV and FeLV positive cats for adoption and welcomes organizations to bring photos and descriptions of the cats to adoption events along with educational material for potential adopters on the implications of the virus for the cat’s health & longevity, and potential risks of infection to other cats it may come in contact with as reviewed and approved by the organization’s veterinarian of record. However, out of an abundance of caution for the pets of our guests, FIV and FeLV positive cats are not permitted in Petco stores or at Petco adoption events.

TEMPERAMENT REQUIREMENTS
For the safety of both people and animals, all pets showcased for adoption should be evaluated to be of sound temperament, friendly and able to adapt to the busy environment of the store. Adoption Partners should be prepared to describe and provide records of their evaluation process in detail, upon request.

REPORTING INCIDENTS
Every incident that occurs on Petco property is to be reported to the Leader on Duty immediately. Incidents can include injuries from a bite, scratch, fall, or a threat, hazardous condition, animal escape, animal fight, animal death or other incident.

If you are unsure about whether incident needs to be reported and documented, seek immediate guidance from the Leader on Duty.

HOUSEHOLD PETS & ANIMALS NOT FOR ADOPTION
For health and safety all animals brought to Petco by your organization’s staff and volunteers should be available for adoption. Household pets, mascots, animals not ready for, or too young to be adopted should not be in the store. We welcome your staff and volunteers to bring their pets for visits and shopping trips when they are not on duty for your organization.
PRESENTATION & HOUSING EXPECTATIONS

STATIONARY HABITAT
Stationary habitats are located within Petco stores and are generally maintained by the adoption organization. Stationary habitats enable the adoption organization to provide continued exposure to adoptable cats during Petco’s hours of operation. The following are the expectations for the proper maintenance of all stationary adoption habitats:

- Food and litter is to be supplied by the adoption group.
- Fresh, clean water must be available at all times.
- Toys for exercise and stimulation are to be supplied by the adoption group.
- The number of animals contained in a stationary habitat should not hinder their ability to stand up, lie down and exercise, and cannot impede the placement of litter boxes and food and water bowls.
- The adoption group will be required to clean and maintain the stationary habitats daily unless prior arrangements have been made with store leadership.
- The stationary adoption habitat must be locked at all times.
- Store leadership must have a copy of the stationary habitat key, and one must be accessible to all managers on duty in case of an emergency.
- Animals placed in a stationary adoption habitat must remain there. They are not permitted to be loose in the store except for supervised playtime in exercise pens where safely allowed.
- All animals living in habitats must leave the store in a carrier. Animals may not leave the store loose or in the arms of their adopter.
- Prospective adopters should clean their hands with an anti-bacterial cleaner before touching the animals, before touching a different animal and before leaving the adoption area.
- With the assistance of the adoption captain, animal identification cards should be filled out for each animal in the habitat. Printable cards are available to Petco store teams through Petco’s internal communication’s system, PetNet. Once each card is completed, it can be placed in the holder on the stationary adoption habitat.
- Animal habitats are designed to showcase pets for adoption on a temporary bases and are not ideal for long-term housing. Pets are expected to be adopted within 21 days of arriving. They should be returned to the organization if not adopted within that time unless approved by store leadership. Store leadership may request any animal in a habitat who is not acclimating, or showing signs of deteriorating after having initially adjusted, be removed at any time.
MOBILE ADOPTIONS AND ADOPTION EVENTS

Mobile adoptions, where animals are brought in and removed on the same day, and adoption events are an excellent way to showcase adoptable animals. Mobile adoptions can be large or small events, on any day of the week.

Store leadership will assist you in selecting a location on the sales floor, or in some cases in front of the store (outside), to set up the adoption display, habitats, kennels and crates.

More than one adoption group may be participating in mobile adoptions or adoption events at a Petco store, so it is important to speak to your store leadership for your setup location. In general, here are the requirements for our adoption events:

- Displays must not restrict the traffic flow in the store or the guests’ ability to shop. They must not interfere with customer safety or block store exits.
- The number of animals allowed to participate in the adoption event is dependent upon the space available.
- Animals must be housed humanely, in appropriately sized habitats, with clean, fresh water available at all times.
- Animals may not be tethered or left alone.
- Fresh, clean water should be available at all times for all animals displayed for adoption.

TEMPORARY DISPLAYS FOR DOGS

- Crates should be clean, in good repair and large enough to allow a dog to stand up, turn around and lie down comfortably.
- Exercise pens may be used for dogs who weigh less than 30 pounds and should be at least six inches higher than the height of the dog’s head. The dog should not be able to jump out of the exercise pen at any time.
- If dogs are displayed on a leash, the leash should be four to six feet in length.
  - No chain or rope leashes or collars are allowed.
  - The dog should be wearing a flat buckle collar or harness.
  - No muzzled dogs are permitted at Petco adoption events.

TEMPORARY DISPLAYS FOR CATS

- Cats should be displayed in a crate, kitty condo or carrier that is large enough to accommodate a litter box and allow enough room for the cat to lie down, stand up and turn around comfortably.

TEMPORARY DISPLAYS FOR SMALL ANIMALS

- Small animals should be displayed in a small crate, metal habitat or glass habitat (as is appropriate and recommended for the species) with appropriate bedding, food and water.
- Toys for enrichment and hiding places should be provided.
TEMPORARY DISPLAYS FOR REPTILES

- Reptiles should be displayed in an appropriate size and type habitat for the species.
- Light and heat sources should be provided.
- Temperature and humidity gauges should be placed in the habitat.

BIRD ADOPTIONS

- Birds for adoption are not allowed inside Petco stores unless the Petco store does not sell birds.
- The adoptions must be approved by the Vice President of Veterinary Medicine and the Vice President of Animal Care, Education & Compliance.
- When birds are not allowed inside Petco, the adoption group may display pictures of adoptable birds on a poster board or in a notebook.
- Adoption events can be held outside the store when weather permits.
- Proper habitats are required.

ODOR CONTROL AND CLEANLINESS

Adoption Partners must keep adoption areas and habitats cleaned and sanitized per local regulations, keeping walls, floors, glass and other surfaces clean and disinfected.

- Waste should be addressed immediately.
- Supplies should be kept organized and not guest-facing.
- Please speak with your store leadership if you have any questions about the location of your supply storage.
- Complete all care and maintenance logs as provided to you by store leadership.

ANIMAL HANDLING

It is important that all organizations handle their animals humanely, utilizing positive methods of redirecting the attention of an animal. While we understand that in some circumstances corrections must occur for safety, hitting, yelling and other harsh methods will not be tolerated. An animal whose behavior is such that you feel may need this level of correction or control should not be showcased at Petco stores.
ADOPTION PROCESS

Adoption organizations shall follow their own application procedures to process adoptions, ensuring that those procedures are customer-friendly and non-discriminatory. We encourage decisions to be made as expediently as possible, to avoid any unneeded delay in allowing a pet to live in a loving home. Organizations shall establish their own adoption fees and handle the collection of those fees (unless otherwise specifically arranged and approved by Petco leadership in certain limited circumstances).

ADOPTION PROCESS REQUIREMENTS

Once an adoption is approved, all new pet parents – whether their adoption was completed that day, or at a later day off-site – are required complete or receive the following items:

<table>
<thead>
<tr>
<th>Petco Adoption Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>• These forms include a specific waiver of liability for Petco</td>
</tr>
<tr>
<td>• They are required to be completed for every adoption initiated or finalized at Petco stores by your organization</td>
</tr>
<tr>
<td>• They must be immediately provided to Petco store leadership for their files</td>
</tr>
<tr>
<td>• Your store's leadership will provide you with Petco Adoption Forms</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Welcome to the Family New Pet Parent Starter Kits</th>
</tr>
</thead>
<tbody>
<tr>
<td>• These kits provide valuable information and discounts for new pet parents</td>
</tr>
<tr>
<td>• They are required to be distributed with every adoption initiated or finalized at Petco stores by your organization</td>
</tr>
<tr>
<td>• Your store's leadership will provide you with Welcome to the Family materials</td>
</tr>
</tbody>
</table>
POST ADOPTION EXPECTATIONS

- Adopter questions and concerns post-adoption should be addressed courteously and with a high level of quality customer service.
- Adopters must be able to return the animal to the organization should the adoption not work out for any reason any time after the adoption.
- Medical and behavioral issues are the most common post-adoption problems. Your organization should express clearly at the time of the adoption how you may or may not assist an adopter with these challenges if they arise.
- Organizations are encouraged to offer post-adoption pet health insurance from one of the many companies offering such a product, to protect themselves and Petco against claims.

MARKETING & PROMOTING ADOPTIONS

Petco and the Petco Foundation want to assist you in having successful adoption events and once each month host a National Adoption Event Weekend. Visit Petco.com/adoptionpartners for access to National Adoption Event Weekend media toolkits which include sample press releases, social media graphics and other materials to help you promote your event.
<table>
<thead>
<tr>
<th><strong>ADOPTION EVENT SUPPLY LIST</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Crates for dogs and cats</td>
</tr>
<tr>
<td>✓ Exercise pens (for dogs that weigh less than 30 pounds)</td>
</tr>
<tr>
<td>✓ Litter boxes and litter</td>
</tr>
<tr>
<td>✓ Litter scooper</td>
</tr>
<tr>
<td>✓ Trash bags</td>
</tr>
<tr>
<td>✓ Tables and chairs</td>
</tr>
<tr>
<td>✓ Table cloth</td>
</tr>
<tr>
<td>✓ Holders for literature and brochures</td>
</tr>
<tr>
<td>✓ Adoption forms</td>
</tr>
<tr>
<td>✓ Pens and clipboards</td>
</tr>
<tr>
<td>✓ Towels and blankets</td>
</tr>
<tr>
<td>✓ Water bowls</td>
</tr>
<tr>
<td>✓ Jugs of fresh, clean water</td>
</tr>
<tr>
<td>✓ Extra leashes and collars</td>
</tr>
<tr>
<td>✓ Hand sanitizer</td>
</tr>
<tr>
<td>✓ Stake signs if permitted by the landlord and city and approved by the Store Leader</td>
</tr>
</tbody>
</table>

See your Petco store leadership team for the following supplies:

| ✓ Petco adoption forms (must be completed for all adoptions) |
| ✓ Welcome to the Family New Pet Parent Starter Kits         |
| ✓ Pals Rewards applications                                |
| ✓ Adoption stake signs (if permitted by landlord and city, when available) |
| ✓ Sandwich boards (if permitted by landlord, when available) |

_Due to space requirements, loss prevention, and the neat presentation of the store, event supplies may not be stored on the sales floor of the store or in any backroom or storage areas._