

# PetSmart Business Practices

## General Rules

To help you understand performance or conduct that is considered unacceptable by a PetSmart associate, we have listed some, but not all, examples of behavior that may result in discipline or termination of employment.

The following are examples of behavior that might result in discipline or termination. They are provided as general guidelines only and are not intended to modify any other statements in this handbook, your at-will employment relationship with the company or common sense. These rules, and those throughout this handbook, are designed for your well being, the safety of pets and their parents, other associates, and that of PetSmart. Unacceptable behavior includes:

1. Inhumane treatment of any pet.
2. Failure to follow procedures and safety policies (See Safety policy).
3. Harassment or discrimination (See Dignity in the Workplace).
4. Abusive, obscene or threatening behavior or language.
5. Fighting, gambling, or carrying firearms or other dangerous weapons on company premises.
6. Defacing or willfully damaging property, equipment, merchandise or records of the company or others.
7. Interfering with the work performance of others, including horseplay.
8. While working for PetSmart, conviction of a crime that relates to your employment, interferes with our drug free work policy, indicates unfitness for the job or that raises a threat to the safety or well being of PetSmart.
9. Falsifying or altering company records, including employment application.
10. Refusing to perform assigned work or failure to comply with a direct request.
11. Refusing to cooperate with any investigation conducted by PetSmart.
12. Failure to perform up to PetSmart standards.
13. Failure to satisfactorily complete required training.
14. Loafing, idleness, sleeping, and personal calls on work time are not allowed. Personal long-distance phone calls may not be charged on company phones.
15. Violating established PetSmart policies (such as the associate discount policy).
16. Theft of money or company property.
17. Leaving work without authorization.

*This applies to customers also*