



Frequently Asked Questions (FAQs) Canada Time Away Changes Effective 1/1/2025

Is the amount of my vacation entitlement changing?

No, vacation entitlements are not changing. You can see vacation entitlements on the PetSmart Benefits website (benefits.petsmart.com). What is changing will impact accrued, but unused vacation. PetSmart will continue to payout the provincial employment standard amount, but any excess amount of accrued but unused vacation will be forfeited. We encourage you to plan and ensure you use all the time provided. Work with your leader to plan your time away.

Does this mean I'm losing vacation time?

No, associates that use all their accrued time will not lose any vacation time. At the end of the calendar year, accrued but unused time that is above the provincial employment standards amount will be forfeited.

Where can I find the employment standards amount of vacation?

You can locate the employment standards vacation amounts for your province on the benefits website (benefits.petsmart.com).

Where can I see my accrued vacation time balance?

Accrued vacation, time taken, and balances are available on the Paid Time Off page in HR Connect.

Historically I've received a payout of vacation each year in January, how does this change impact my vacation payout?

The change only impacts accrued but unused vacation time. Vacation pay is paid based on an associate's paid eligible wages in accordance with applicable employment standards legislation. At the end of each year, PetSmart will conduct a reconciliation of vacation pay. If an adjustment is necessary, a true-up of vacation pay will be paid in January. Accrued but unused hours above the employment standards amount that are forfeited in accordance with the updated policy will no longer be included in the vacation payout calculation.

How will my vacation payout be impacted if I earn groom/train pay or bonus?

The eligible earnings applied to vacation pay are not being changed. Groom/train pay and bonus will still be taken into account in reconciling vacation pay at the end of the calendar year.

Can I have an example?

Sure, for example:

- You work in Ontario, have 3 years of service and a PetSmart entitlement of 120 hours of vacation time for 2025.
- *Ontario employment standard amount: Employees with less than five years of employment are entitled to **two weeks of vacation time** (equivalent to 80 hours) after each 12-month vacation entitlement year.*
- You use 80 hours vacation time by December 31, 2025, and have 40 accrued hours left unused.
- Your 40 hours of accrued but unused vacation time will be forfeited.
- January 1, 2026, PetSmart starts new vacation entitlements based on years of service per our Vacation Policy.