
2025 ESG Data Index
Creating Memorable Moments
pet valu
bosley's BY PET VALU
Paulmac's Pets
Tisol Pet Nutrition & Supply Stores
Total Pet
Chico
Proudly Canadian. Proudly Local.

Disclaimer

Supplementary Financial Measures

This report makes reference to certain supplementary financial measures that are commonly used in the retail industry, including “System-wide sales”, “Average Unit Volume” or “AUV”, and “4-Wall EBITDA.” These supplementary financial measures are used to provide investors with supplemental measures of Pet Valu’s operating performance and thus highlight trends in its core business that may not otherwise be apparent when relying solely on IFRS financial measures. The Company also believes that securities analysts, investors and other interested parties frequently use these supplementary financial measures in the evaluation of issuers. Management uses supplementary financial measures in order to facilitate operating performance comparisons from period to period, to prepare annual operating budgets and to determine components of management compensation. Refer to “Definitions” for definitions of supplementary financial measures.



Definitions

Average Unit Volume (“AUV”)

Average unit volume represents the average retail sales, excluding Chico, of the given fiscal year for corporate-owned or franchise stores, as applicable, that have been open at least 24 months from the end of the given fiscal year and that have not been re-franchised or repurchased during the given fiscal year. We believe average unit volume is a useful measure to evaluate the overall retail sales performance of mature stores in the network.

System-wide Sales

System-wide sales reflects the aggregation of retail sales at corporate-owned stores, e-commerce sales, plus the franchise retail sales occurring at franchised stores to their customers. This measure allows management to assess changes in the Company’s overall system performance, the health of its brand and the strength of its market position relative to its competitors. System-wide sales are driven by the number of system-wide stores open in any period and their respective growth. For clarity, franchise retail sales are not included in the total revenue figure. The Company’s revenue reflects retail sales and franchise and other revenue as defined under the definition of revenue in the Company’s Annual MD&A.

4-Wall EBITDA

4-Wall EBITDA is estimated operating income generated by a corporate-owned or franchised store (excluding Chico), representing retail sales less cost of sales, selling and administrative expenses and excludes any depreciation and amortization, for stores opened at least 24 months as of the end of the given fiscal year and that have not been re-franchised or repurchased during the given fiscal year, and is defined herein. For franchised stores, this estimate is equal to the total franchise retail sales occurring at the franchised stores less an estimate for cost of sales and operating expenses. Franchised store cost of sales is estimated based on the Company’s wholesale revenues per store and outside purchases and adjusted for merchandise-related reimbursements and incentives, and starting in 2025 excluding amounts related to inventory write-off activity. Franchise operating expenses include royalties, promotion fees, non-manager store labour costs, technology fees and occupancy costs (including base and percentage rent expenses, common area maintenance, insurance and realty taxes determined on a cash basis), plus an estimate of other operating costs from a sample of similar corporate-owned stores. For corporate-owned stores, the calculation represents retail sales transacted through these stores less estimated cost of sales, including merchandise-related reimbursements, and operating expenses, including store labour costs, occupancy costs (including base rent expense, common area maintenance, insurance and realty taxes determined on a cash basis), promotion fees, and other general store expenses. Management uses this metric to estimate the cash generated through operations at an individual store location and in turn to approximate the cash returned on the corresponding investment in a given period, to determine the payback period of the investment, and to assess performance across stores; therefore, the metric does not include an estimate for selling, general and administrative expenses such as management compensation costs incurred outside of the four walls of individual retail locations.



ESG Data Index

Franchisee Relationships

Topic	Metric	2025	2024	2023	SASB Code
Screening, Onboarding & Engagement					
Formal franchise inquiries	Number	>2,200	>2,000	>1,600	
Monitoring Procedures & Tools					
Average Unit Volume ("AUV") for mature franchised stores [1]	Dollars (millions)	$1.92	$1.93	$2.00	
4-Wall EBITDA for mature franchised stores [1]	Dollars (thousands)	$215	$230	$230	
Franchised stores with positive 4-Wall EBITDA	Percentage	99%	99%	99%	
Safe & Ready assessments for franchised stores [2]	Number	948	1,350	2,011	
Average Safe & Ready score for franchised stores	Percentage	93%	93%	93%	
Supporting Growth & Retention					
Franchisees [3]	Number	370	356	339	
Franchised stores [3]	Number	613	604	561	
Franchised stores purchased by existing franchisees (trailing 3 years)	Percentage	~70%	~65%	~60%	
Franchise store ownership [3]	Percentage (1 store/2 stores/3+ stores)	58% / 26% / 16%	57% / 25% / 18%	61% / 23% / 16%	
Average franchisee tenure [3]	Years	>10	10	10	
Average renewal rate (trailing 5 years)	Percentage	99%	99%	99%	
Average annual turnover rate (trailing 5 years)	Percentage	~3%	~3%	~3%	

Footnotes:
[1] Represents franchised stores open for at least 24 months, excluding Chico. Methodology for calculation of 4-Wall EBITDA was revised in 2025 to exclude amounts related to inventory write-off activity. Data for prior periods not restated in accordance with 2025 methodology.
[2] Absolute number of quarterly Safe & Ready assessments in 2025 and 2024 impacted by one-quarter exemption process implemented in 2024 for stores receiving an excellence score (>95%).
[3] As at fiscal year end.

ESG Data Index

ACE Working Environment

Topic	Metric	2025	2024	2023	SASB Code
Safe Labour Practices					
Safe & Ready assessments for corporate and franchised stores	Number	3,962	3,935	4,511	
Average Safe & Ready score	Percentage (corporate/franchise)	98% / 93%	97% / 93%	96% / 93%	
Diversity, Equity & Inclusion [1,2,3]					
Gender diversity for executive management [4]	Percentage (Women/Men/Other)	45% / 55% / 0%	36% / 64% / 0%	45% / 55% / 0%	CG-MR-330a.1
Gender diversity for non-executive management [4]	Percentage (Women/Men/Other)	69% / 28% / 3%	67% / 31% / 2%	69% / 28% / 3%	CG-MR-330a.1
Gender diversity for all other employees [4]	Percentage (Women/Men/Other)	60% / 30% / 10%	58% / 33% / 9%	60% / 30% / 10%	CG-MR-330a.1
Ethnic diversity for executive management [5]	Percentage (Racialized individuals/Not racialized individuals)	18% / 82%	18% / 82%	18% / 82%	CG-MR-330a.1
Ethnic diversity for non-executive management [5]	Percentage (Racialized individuals/Not racialized individuals)	27% / 73%	26% / 74%	27% / 73%	CG-MR-330a.1
Ethnic diversity for all other employees [5]	Percentage (Racialized individuals/Not racialized individuals)	35% / 65%	37% / 63%	35% / 65%	CG-MR-330a.1
Compensation & Talent Development					
Average hourly wage [6]	Dollars (in-store/distribution centre)	$20.58 / $24.54	$20.25 / $23.19	$19.87 / $22.23	CG-MR-310a.1
Employees earning minimum wage [2]	Percentage (in-store/distribution centre)	0% / 0%	0% / 0%	0% / 0%	CG-MR-310a.1
Employees administered performance reviews	Percentage	100%	100%	100%	
Average annual online training completed per employee	Hours (management/all other employees)	11.7 / 7.3	11.1 / 6.3	16.3 / 9.7	
In-store corporate employees completing ACE 180 training [2,7,8]	Percentage	79%	87%	86%	
Corporate ACE Retention					
Voluntary turnover rate for in-store employees [7]	Percentage	25%	22%	25%	CG-MR-310a.2

Footnotes:
[1] Expressed on a full-time equivalent ("FTE") basis.
[2] As at fiscal year end.
[3] Includes data from employees who have voluntarily disclosed, representing approximately 57%, 48% and 40% of total employees on an FTE basis in 2025, 2024 and 2023, respectively.
[4] "Other" includes gender neutral, non-binary, transgender, two-spirited and self-disclosed "other".
[5] Racialized individuals include those who identify as Black or African American, East Asian, Non-white Latin American, Non-white West Asian/North African/Arab, People of mixed origin, South Asian or East Indian, or Southeast Asian.
[6] 2023 and 2024 average hourly wage for distribution centre employees restated to exclude shift premiums.
[7] Excludes in-store employees whose training is still in progress, if in the role for less than 180 days.
[8] Excludes part-time in-store employees.

ESG Data Index

Energy & Emissions Management

Topic	Metric	2025	2024	2023	SASB Code
Energy Consumption [1]					
Total energy consumed [2]	Gigajoules (GJ)	185,212 GJ	172,564 GJ	163,563 GJ	CG-MR-130a.1
Proportion of energy consumed from grid electricity	Percentage	46%	42%	41%	CG-MR-130a.1
Proportion of energy consumed that is renewable	Percentage	0%	0%	0%	CG-MR-130a.1
Greenhouse Gas Emissions [1,3]					
Scope 1	Metric tons (t) CO_2e	5,902.9	5,733.2	5,561.8	
Scope 2	Metric tons (t) CO_2e	4,878.1	3,964.7	3,738.3	
Scope 1 & 2 Intensity	Metric tons (t) CO_2e per square foot	4.3	4.0	4.8	

Responsible Stewardship

Topic	Metric	2025	2024	2023	SASB Code
Corporate Governance					
Board independence [4]	Percentage (Independent/Not independent)	88% / 12%	56% / 44%	56% / 44%	
Board gender diversity [4]	Percentage (Female/Male)	33% / 67%	33% / 67%	33% / 67%	
Executive Compensation					
Target compensation "at risk"	Percentage (CEO/CFO/Other NEOs)	78% / 67% / 67%	79% / 67% / 60%	78% / 67% / 60%	
Non-binding advisory vote on approach to executive compensation	Percentage (Votes For/ Votes Against)	94% / 6%	96% / 4%	93% / 7%	

Footnotes:
[1] Includes corporately-operated facilities and vehicles, including head offices, warehouses, FDCs, delivery vehicles and company cars, and corporate stores.
[2] Increase in energy consumption in 2025 attributable to (i) higher corprorate store count, and (ii) increased store deliveries from company-operated vehicles.
[3] Calculated in compliance with recommendations of the Greenhouse Gas Protocol.
[4] 2025 data as of October 3, 2026.

ESG Data Index

Product Safety & Quality

Topic	Metric	2025	2024	2023	SASB Code
Recalls	Number (Involuntary/voluntary)	2 / 18	0 / 12	0 / 12	FB-FR-250a.2
Units recalled	Number	148,873	26,680	19,499	FB-FR-250a.2
Private-label products as proportion of total units recalled [1]	Percentage	80%	26%	<1%	FB-FR-250a.2
Retail value of units recalled, as percentage of total system-wide sales	Percentage	0.1%	0.0%	0.0%	

Activity Metrics

Topic	Metric	2025	2024	2023	SASB Code
Unit count [2]					
Corporate retail locations	Number	250	220	222	CG-MR-000.A
Franchised retail locations	Number	613	604	561	CG-MR-000.A
Distribution centres and FDCs	Number	4	5	7	CG-MR-000.A
Corporate offices	Number	2	2	2	
Area [2]					
Corporate retail locations	Square feet (ft^2), expressed in thousands	1,084	963	942	CG-MR-000.B
Franchised retail locations	Square feet (ft^2), expressed in thousands	2,216	2,150	1,956	CG-MR-000.B
Distribution centres and FDCs	Square feet (ft^2), expressed in thousands	1,330	1,203	1,052	CG-MR-000.B
Corporate offices	Square feet (ft^2), expressed in thousands	50	49	49	

Footnotes:
[1] 2025 data is elevated due to the voluntary recall of one private label product (89K units or 60% of total units recalled) related to unsatisfactory texture and appearance.
[2] As at fiscal year end.