



August 4, 1997

Zoe Rappoport  
PETA  
501 Front Street  
Norfolk VA 23510

Dear Ms. Rappoport,

I received your letter in response to the voice mail I left you in mid-June. As I mentioned before, PETSMART is very open and willing to investigate ways other than glue traps to control unwanted rodents.

Indeed, we have switched "pest" control companies and are reviewing changes in policy. However, I do want to clarify where PETSMART is in the process. At this time, we have not completely removed glue traps from our stores. As a corporation, we have made a decision to cease all use of glue boards in our stores. Please realize that it will take us time to implement a new plan and convert almost 400 facilities. Our goal, however, is to be through the transition by October 1, 1997.

We appreciate your sincerity and concern for protecting the rights of all animals and will work our hardest to help where we can. If you have any questions, you can reach me at 602/580-6100, ext. 2113.

Best Regards,

A handwritten signature in black ink that reads "Billie".

Billie Washington  
PETSMART Public Relations

cc: Bob Angstead, V.P. Store Operations  
Donna Wood, Director of Facilities