

VIDEO CONFERENCE RESULTS

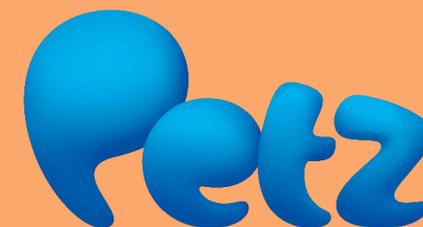
1Q21

MAY 11TH, 2021



adote**petz**

+50,000
pets adopted



Seu pet center de estimação



DISCLAIMER

The statements contained in this document regarding outlooks for the business, forecasts of operations, financial results, and growth outlooks for Petz are mere projections. They are solely based on the expectations of management regarding the future of the business. These expectations substantially depend on market conditions, performance of Brazilian economy, the industry, and international markets. Therefore expectations are subject to change without prior notice. All changes presented herein are calculated based on figures in thousands of reais, as well as rounded numbers.

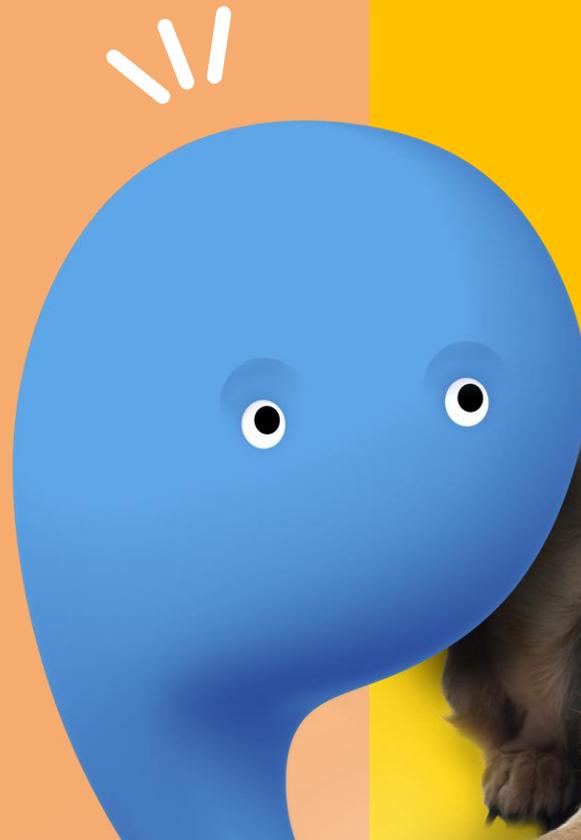
This performance report includes accounting and non-accounting data, such as operational, pro-forma financial data, and forecasts based on management's expectations. Non-accounting data was not reviewed by the company's independent auditors.

AGENDA

01 Message from Management

02 1Q21 Results

03 Q&A



Message from Management

Sergio Zimmerman
Founder & CEO



Key messages of the quarter



Update on COVID-19

- New wave of the pandemic in Brazil
- Reinforcement of health and safety care
- Pet Humanization and Digitalization
- Main impacts on the operation



Trends in the Pet Sector

- Pandemic accelerated structural trends in the sector
- Market with huge growth potential, still extremely fragmented



Expansion of Store Network

- Record in 1Q21 with more than 30 new stores LTM
- Expansion plan on-track
- Entry in the North region in April



Gross Revenue

- Growth above 50% again
- Challenging COVID-19 pandemic scenario and tough comps
- Highlight for Digital and Seres Veterinary Center



Digital Platform

- New penetration record
- Petz App Performance
- Improved service level with healthy profitability



Petz Ecosystem

- New are dedicated to New Business
- Potential partnership focused on loyalty and recurring



ESG

- Milestone of 50,000 pets adopted through Adote Petz
- Highlights Editora MOL and Arredondar
- Suspension of electives surgeries at Seres Veterinary Center



1

Update on COVID-19



Support to our employees and clients:

- Our operations, which are deemed **essential**, have been continuing in strict compliance with **rigorous health protocols**
- We are offering a highly skilled **medical services center**, which is available **24/7** to provide support and guidance to confirmed and suspected **COVID-19 cases**

Impacts on the operations:

Tougher measures resulted in shorter business hours, even leading to the temporary closure of some stores and part of our Grooming Centers due to lockdown



Digital sales acceleration

Delays in construction processes and obtaining licenses to open stores



Strong backlog of new stores with locations already contracted

Inflationary pressure not only on products, but more broadly in the chain



Anticipation of purchases with suppliers

2

Trends in the Pet Sector



13 de janeiro de 2021

Adoção de cães e gatos cresce durante a quarentena

Empresas planejam permitir pets na volta aos escritórios



21 de março de 2021

exame.

25 de março de 2021

Vendas no e-commerce brasileiro crescem 41% em 2020, diz Nielsen/Ebit

Mercado pet dispara no Brasil apesar da crise e da pandemia



21 de abril de 2021

FOLHA DE S.PAULO
★ ★ ★

29 de abril de 2021

Quarentena fortalece relação com os pets e impulsiona o setor

3 Expansion of Store Network

5
openings
in 1Q21

31 RECORD
openings in
LTM

138
stores in total
in 16 states

Expansion plan:

Our store opening plan for 2021, until now, remains in line with expectations

Delays in construction and in the process of obtaining licenses to operate



Robust backlog of new stores with commercial points already contracted



-  PETZ STORES
-  HOSPITALS
-  NEW STATE IN APRIL



Palmas – TO:
Entry into the **North** region in April
Petz's presence in the **5 regions** of the country and in **17 states**

4 Gross Revenue



Highlights: Digital and Seres Veterinary Center

53% Total Gross Revenue Growth yoy

Challenging COVID-19 pandemic scenario

+ Tough comparison base

R\$538MM Total Gross Revenue

55% Product Growth yoy

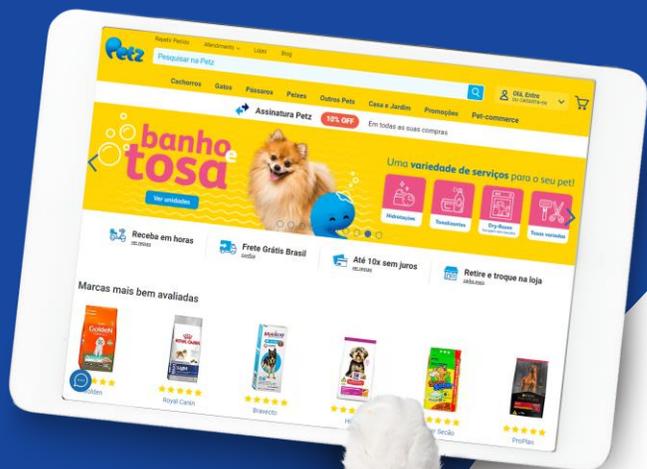
R\$156MM Digital Gross Revenue

34% Same-Store-Sales Growth yoy

+3x Digital Products Growth yoy

52% Seres Veterinary Center Growth yoy

5 Digital Platform



29% Digital Penetration (vs. 26% in 4Q20)
1st month with participation above 30%



85% Omnichannel Ratio, a new record (vs. 84% in 4Q20)

96% Sales shipped through the Ship from Store up to 1 business day



~5x

YoY Growth in sales on the App
More downloads than the 2nd, 3rd and 4th placed together



19% of Total Gross Revenue from subscribers in March 2021



6 Petz Ecosystem



“To be recognized worldwide as the best ecosystem in the Pet sector by 2025”

New area dedicated to New Business under our CFO & IRO, Diogo Bassi, leadership

Goals:

- Leverage their business in Petz, the largest pet platform in the country, preserving the capacity to create and innovate
- Seeking partnerships to increase customer loyalty and purchase recurrence through:



Exclusive Products



Content



Education



Customer Experience



Technology



New services



adote**petz**

7 Adote Petz: The Largest Pet Adoption Program in Brazil

+R\$6MM collected

since the beginning

+50.000 pets adopted

since the beginning



mol
EDITORA

+440 Thousand sold itens
in 1Q21
Highlight to
"Vida de Pet" sticker
book

,00

arredondar

Record of collection,
consolidating around
R\$500 thousand since
2019

CENTRO VETERINÁRIO

seres

Suspension in elective
surgeries, reducing
demand for supplies and
medicines also used in
human health

1Q21 Results

Diogo Bassi
CFO & IRO



1Q21 Highlights (1/2)



STORE PORTFOLIO AND SERES VET

138 stores in 16 States

5 new stores

31 openings LTM

116 Veterinary Centers

10 Hospitals



TOTAL GROSS REVENUES (TGR)

R\$537.5 MM

+52.8% yoy

SSS +33.9%



DIGITAL

R\$155.5 MM

+235,5% yoy

28.9% TGR



OMNICHANNEL RATIO

84.7%

1Q21 Highlights (2/2)



GROSS PROFIT

R\$215.2 MM
+54.6% yoy
40.0% TGR



ADJUSTED EBITDA

R\$40.2 MM
+36.3% yoy
7.5% TGR



NET INCOME

R\$11.5 MM
-40.7% yoy
2.1% TGR

+59.3% yoy
Excluding non-recurring effects

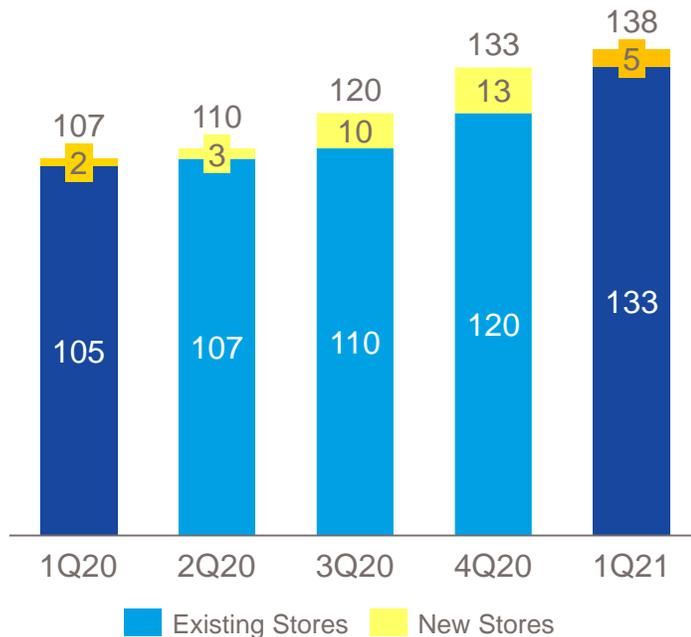


Store Portfolio

Our store opening plan for 2021 remains, so far, in line with expectations, despite the pandemic challenges

Number of Stores

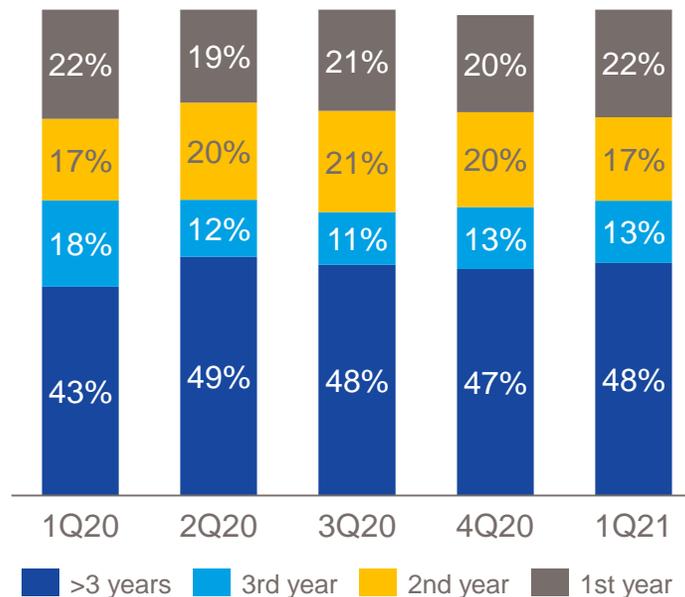
Existing Stores, Openings



31 Store openings
LTM

Distribution by Age

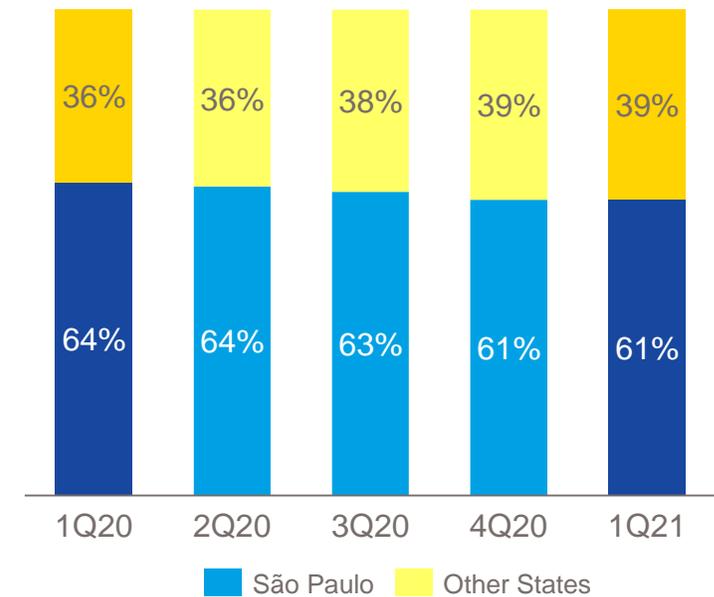
% of total stores



52% of the stores have yet
to complete 3 years
in operation

Store Mix in São Paulo & Other States

% of total stores



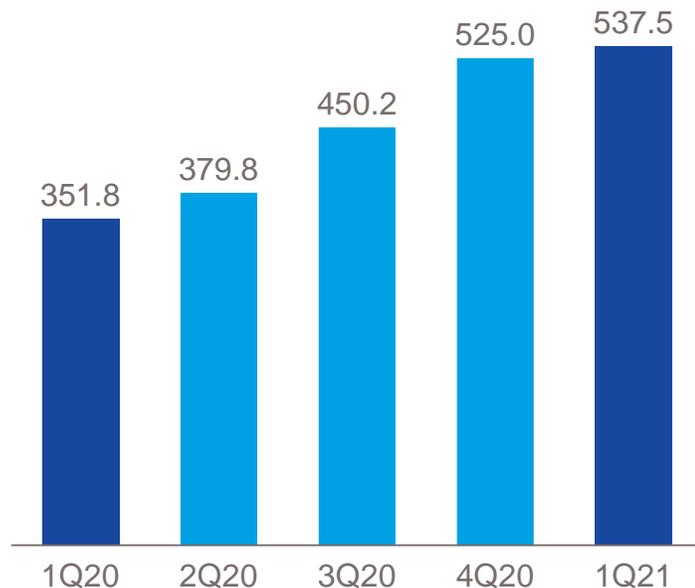
39% of the stores located
outside São Paulo

Sales Performance

Digital sales boosting total revenues, added to the solid performance of Products and Seres Veterinary Center

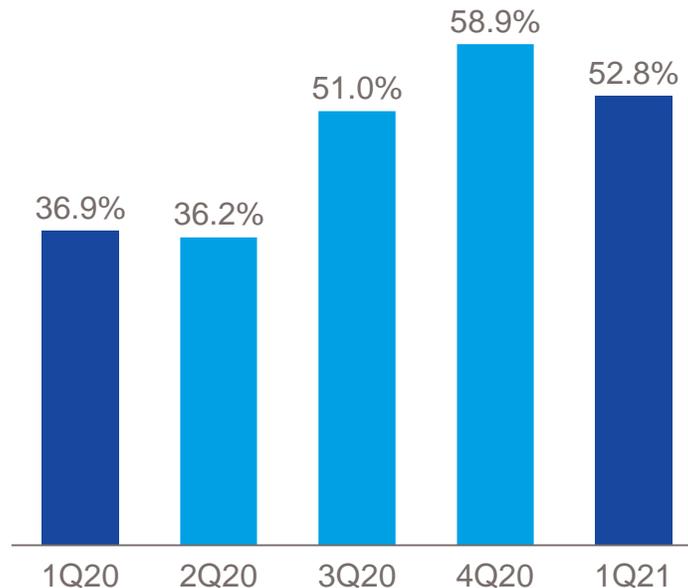
Total Gross Revenue

R\$ million



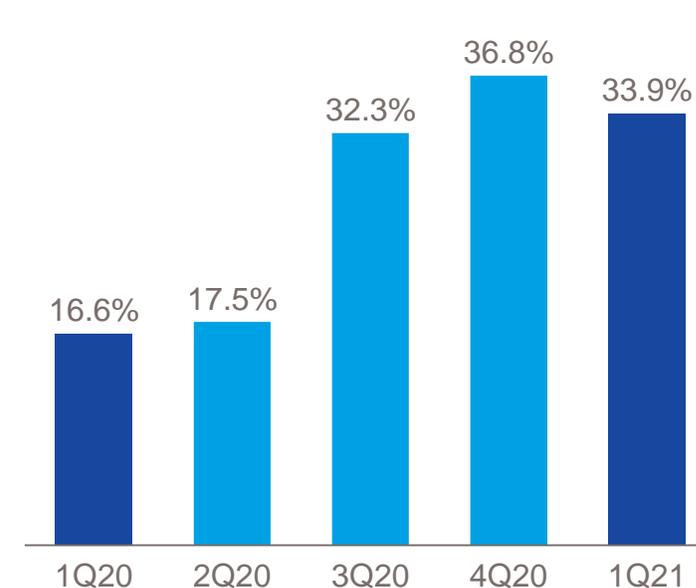
Total Gross Revenue Growth

% Change, yoy



Same-Store-Sales Growth

% Change, yoy



+55% Product Gross Revenue yoy growth

+235% Digital sales yoy growth

+26% Product Gross Revenue from B&M yoy growth

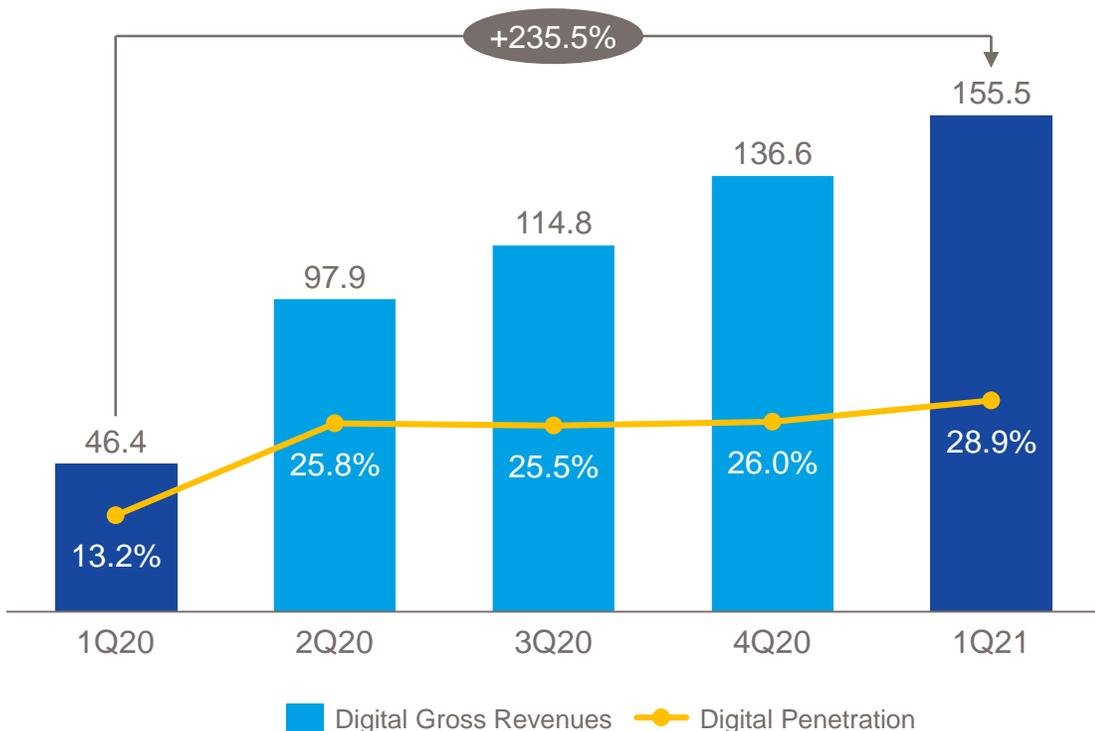
+52% Seres Vet Centers Revenue yoy growth

Digital Platform

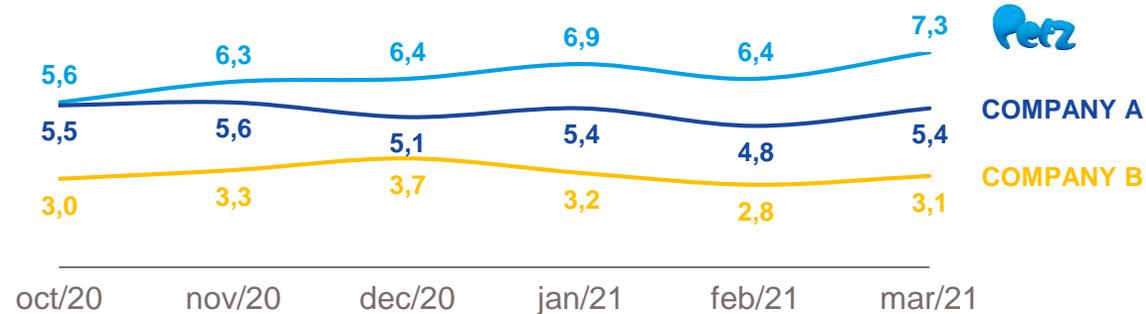
Digital sales represented 28.9%, new record, as well as the 1st month with share above 30%

Digital Gross Revenue and Penetration

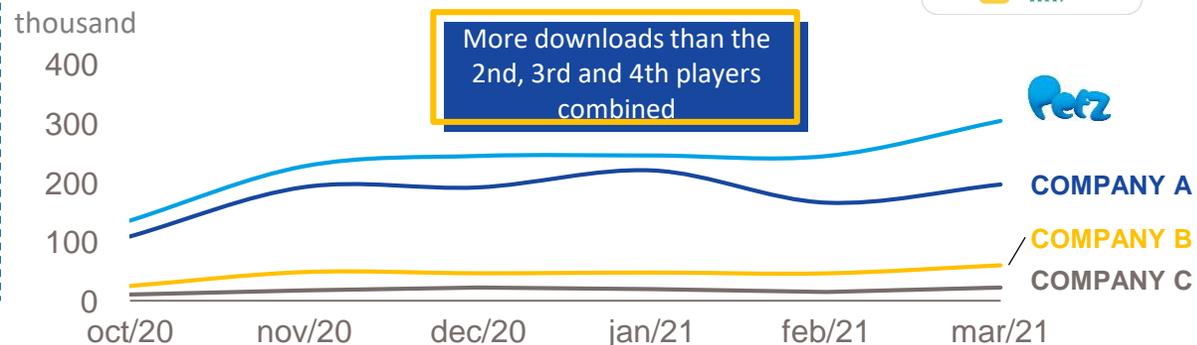
R\$ million, % Total Gross Revenue



#1 Leader in website access¹



#1 Leader of apps of the pet sector in rating and # of downloads¹



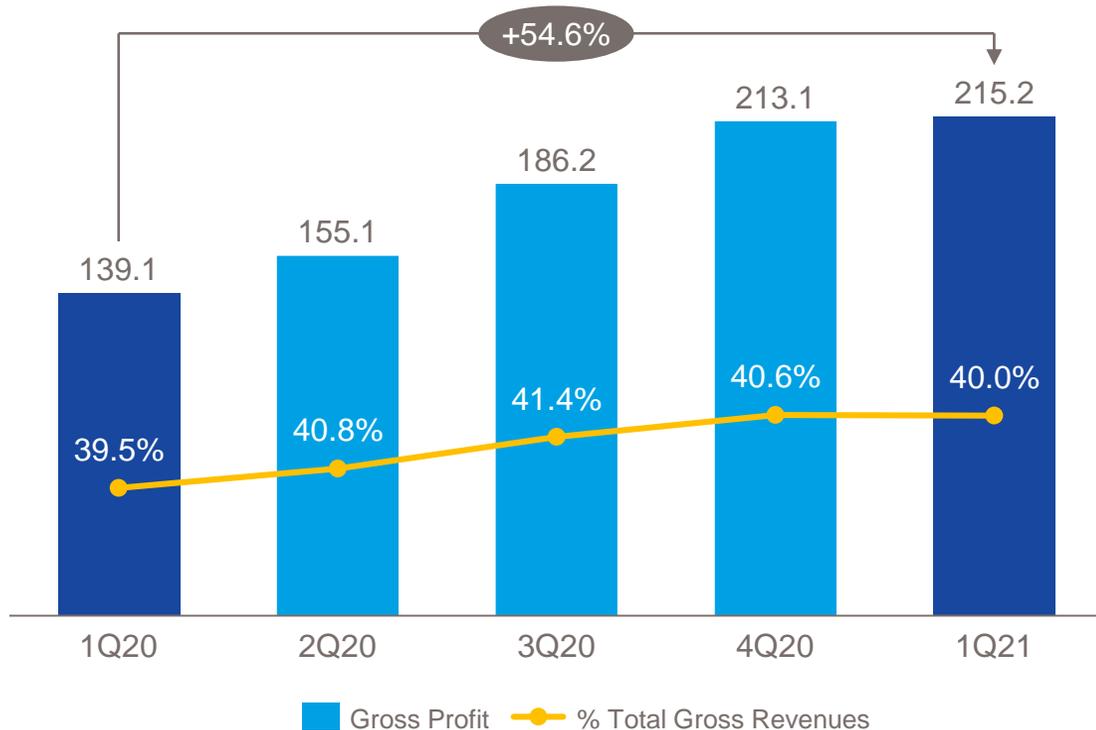
¹ Source: Similar Web on May 7, 2021. ² Source: Google Play and Apple Store in March 2021.

Accelerated Growth with Strong Profitability

Gross Margin expansion, despite the significant growth in Digital's share; Solid Adjusted EBITDA growth

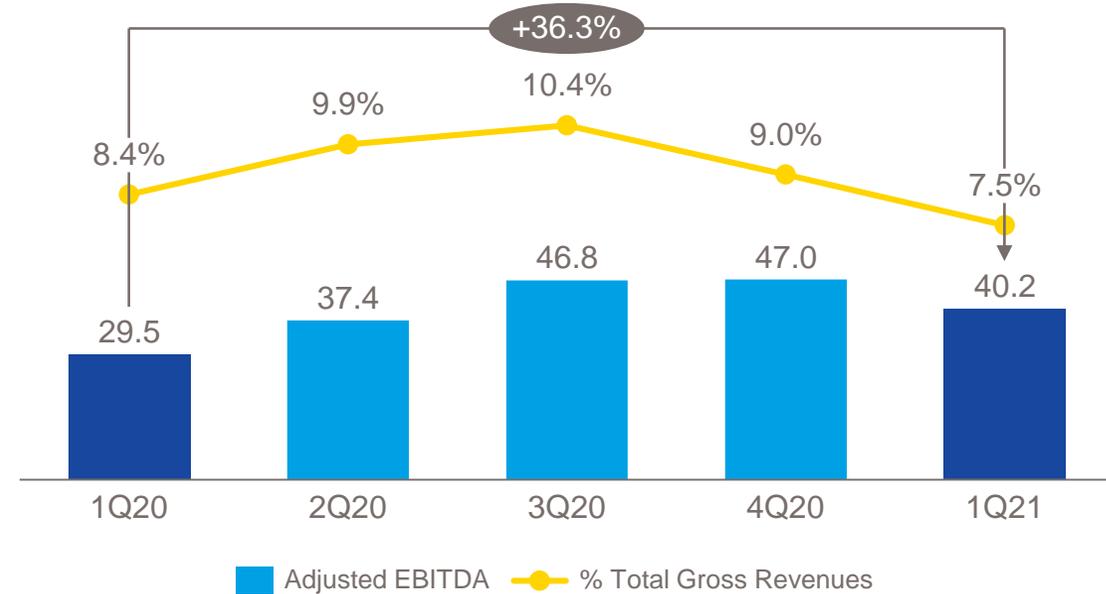
Gross Profit

R\$ million, % Total Gross Revenue



Adjusted EBITDA

R\$ million, % Total Gross Revenue

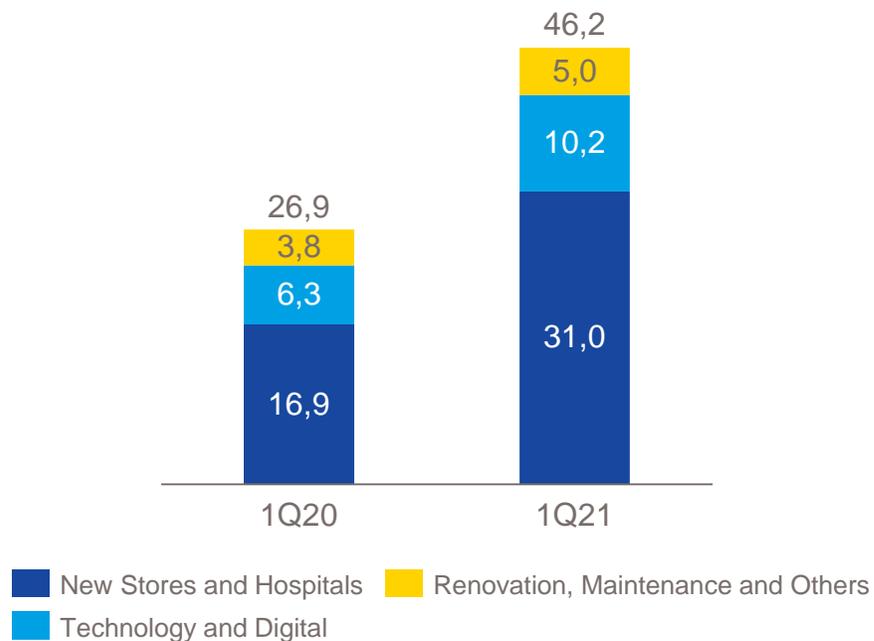


Investments and Indebtedness

Accelerating investments with comfortable leverage

Investments

R\$ million

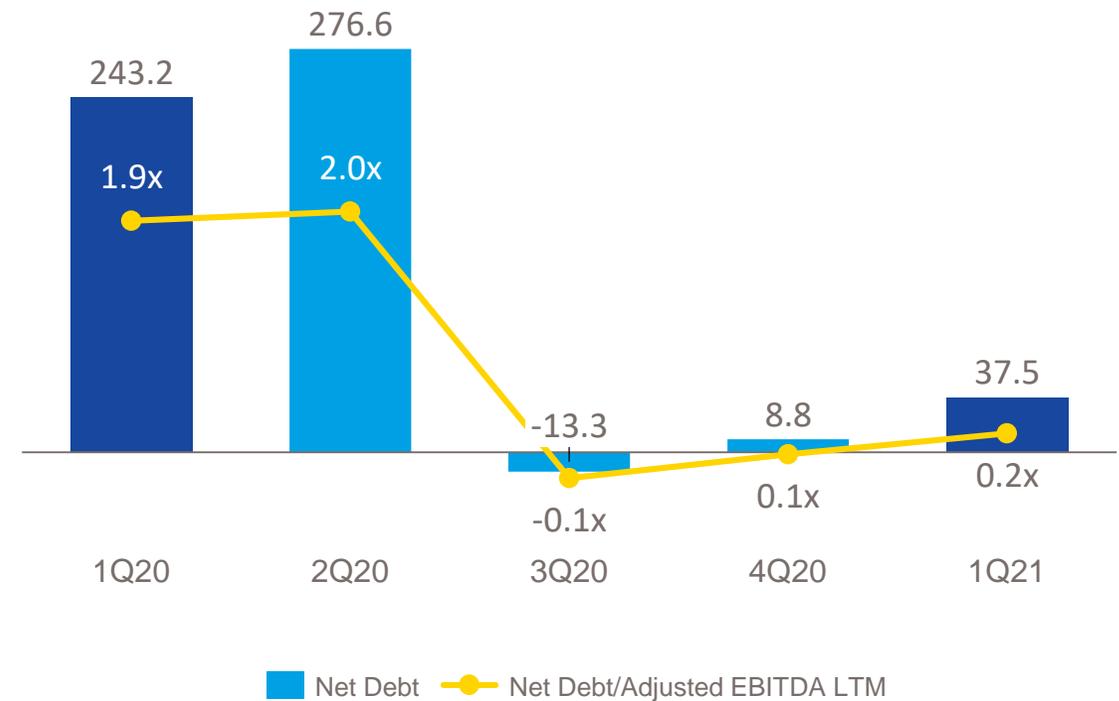


+83% Growth in Investments related to New Stores and Hospitals

+62% Growth in Investments related to Technology and Digital

Net Debt (Cash) & Leverage

R\$ million, x





Seu pet center de estimação

PETZ
B3 LISTED NM

THANK YOU!



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Diogo Bassi
CFO & IRO

Matheus Nascimento
Senior IR & New Business Manager

Mirele Aragão
IR Specialist

Natália Esteves
IR Analyst

