



## Pet Factory Statement regarding Pig Ears

August 2, 2019

Pet Factory products are not impacted by the reported pig ear incident.

Pet Factory is a GFSI SQF Level 2 certified manufacturer. As part of that certification we have testing procedures in place for all our products. We test all product batches twice, at the point of manufacture and again before the final packaging process. As a result of the recent concern and reported issues with some pig ear suppliers we are initiating an additional 3<sup>rd</sup> party testing step to provide another level of assurance. In addition to this product testing, we are also testing our product contact surfaces to ensure that our facility conditions are as good as always.

As part of our certification requirements we also have a rigorous process for testing our packaging and handling facilities on an ongoing basis. If a problem is discovered we have an action plan as outlined in our GFSI SQF certification. We notify the FDA, our suppliers and all impacted customers simultaneously.

We appreciate your support for our family of products. If you have any additional concerns, please feel free to contact myself or our QA Manager Bhargavi Kanneganti at [Bhargavi@petfactory.com](mailto:Bhargavi@petfactory.com)

Thomas J. Miller

A handwritten signature in black ink that reads "Thomas J. Miller".

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