



WSAVA QUESTIONS TO ASK A PET FOOD COMPANY

The **World Small Veterinary Animal Association (WSAVA)** represents veterinarians and veterinary associations worldwide, promoting companion animal health and wellbeing.

The WSAVA Global Nutrition Committee published a tool, *Guidelines on Selecting Pet Foods*, which outlines suggested questions to ask pet food companies. Scan the QR code to access WSAVA's toolkit and view the questions and associated explanations on what to look for in the company's responses.

Royal Canin has adapted the questions from these guidelines and provided answers below.



WHAT TO LOOK FOR IN A BRAND

1 Do they employ a Nutritionist?

Royal Canin provides nutritional formulas to cats and dogs around the world and employs numerous Board-Certified Veterinary Nutritionists globally. In Canada, our team is comprised of veterinarians, veterinary specialists, and veterinary professionals, including a Board-Certified Veterinary Nutritionist. We also offer a complimentary service where Canadian veterinary clinics can receive individualized nutrition consultations and veterinary specialty consultations for patients in their care. Every year, Royal Canin consults on over 10,000 cases from across Canada.

Board-Certified Veterinary Nutritionists are veterinarians with additional education and clinical experience in nutrition, which amounts to over 10 years of post-secondary education. Upon graduation, candidates must undergo board certification by either the American College of Veterinary Nutritionists (ACVN) or the European College of Veterinary Comparative Nutrition (ECVN).

If you are interested in learning more about our Board-Certified Veterinary Nutritionists, we encourage you to visit the American College of Veterinary Nutritionists (ACVN) Diplomate directory (<https://acvn.org/directory/>) and place Royal Canin in the search function.

2 Who formulates the diet?

Formulation occurs at our head office, known as the Royal Canin Campus, in Aimargues, France. Royal Canin formulation begins with a team of specialists, including Board-Certified Veterinary Nutritionists, PhD nutritionists and animal nutritionists, food and animal science engineers and Masters of Science in nutrition. Additionally, knowledge gleaned from the campus kennel and cattery, the WALTHAM Petcare Science Institute (Melton Mowbray, UK), the Royal Canin Pet Health Nutrition Centre (Lewisburg, OH, US), as well as a world wide body of research helps the Royal Canin formulation team to develop and validate new nutritional formulations.



Royal Canin Campus, in Aimargues, France.

3

What is the quality control process for ingredients and finished product?

Quality and food safety of our formulations are of the utmost importance to Royal Canin. Our quality journey begins with our ingredient suppliers who must undergo a thorough audit, including site visits and ingredient testing, prior to being accepted into our approved Royal Canin supplier network. The process doesn't end there. We continually audit our suppliers and evaluate the ingredients they are sending to our manufacturing facilities to ensure they continue to meet our quality standards with each and every delivery. Sustainability is an important part of the supplier validation and audit process. We want to make sure we are partnering with suppliers that are aligned with our sustainability goals and take action to promote a Healthy Planet. To learn more about the Mars Sustainability in a Generation Plan, visit www.mars.com/sustainability-plan



Ingredients

Upon arrival at our manufacturing facilities, 100% of our ingredients are tested prior to being accepted as approved inventory. Natural variation occurs in all ingredients, and it is important to understand how that variation could affect the final formula. We evaluate our ingredients for parameters such as nutrient levels, digestibility, quality, freshness and contamination (ie. pests, mycotoxins, foreign material) to ensure they meet our stringent standards to be used in our formulations. This testing can be completed on site at each manufacturing facility's auto-control lab, our Mars Global Services Lab, or with validated partner labs. The centerpiece of the manufacturing facility's auto-control lab is the Near Infrared Spectroscopy (NIRS), an analytical test that compares the "fingerprint" of an ingredient to a global database of standards. NIRS is also used during manufacturing at multiple steps to ensure the consistency of our formula as we are producing it. Our regional Mars Global Services Lab is conveniently located next to our manufacturing site in Puslinch,

Ontario and has achieved ISO 17025, Testing and Calibration Laboratories, for their reliable results. The Mars Global Services lab provides us with very precise quantitative information about the ingredient samples we receive. Any ingredient that deviates from our approved specifications is rejected, and not used in any Royal Canin formula.



Manufacturing

Once ingredients have been approved and accepted into our plant's inventory, we can begin the process of manufacturing our formulas. Globally, our Royal Canin manufacturing sites comply with and exceed many quality assurance standards set both by external accreditation bodies and our own Mars Petcare regulations. This includes standards such as:

- ✓ ISO 9001, Quality Management System
- ✓ FSSC 22000 Food Safety Management System
- ✓ Mars Quality & Food Safety Standards
- ✓ Good Manufacturing Practice & Good Hygiene Practices (GMP/GHP) Standards
- ✓ Hazard Analysis Critical Control Point (HACCP) food safety checks
- ✓ Canadian Food Inspection Agency (CFIA) and the US Food & Drug Administration (FDA)

*For additional information, please visit each standard or agency's website.

There are many examples of these standards in practice at our manufacturing facilities. One example is the control of movement of associates around our manufacturing plants through strict zoning. Three distinct, but interconnected zones help to ensure unwanted material and elements posing a biological or physical risk are not carried from one area to another. These zones include uncooked ingredients zone, cooking zone, and cooked/finished formula zone. During manufacturing, samples of the formula are taken and examined for consistency against approved specifications. This includes leveraging the NIRS to ensure nutritional parameters and the "fingerprint" of the formula are what we expect. Kibble samples are also evaluated for shape, size and density.

HACCP helps us to identify, prevent and control food safety hazards during manufacturing. In our dry manufacturing facility, critical control points include

- 1) Precise dosing of ingredients, to help prevent toxicity and deficiency due to over or under dosing of a nutrient.
- 2) Minimum cooking temperature, to help kill microbes, like Salmonella.
- 3) Temperature prior to formula packaging, to reduce condensation in the bag to prevent mould growth.
- 4) Metal detection prior to filling the bag, to help prevent ferrous, non-ferrous and stainless steel metals contaminating the food.

In our wet facilities, our critical control points are similar to dry, and include the proper sealing of a can or pouch to prevent air from getting in and mould from developing. Additionally, *Salmonella* testing is conducted throughout our manufacturing sites. Over 500 swabs are taken every week at each site and samples must be negative for product to be released.



Finished Formulation

In addition to ingredient testing, The Mars Global Services Lab also conducts testing on our finished formulations to ensure that the ingredients and manufacturing processes have produced a product that meets our high standards. The Mars Global Services Lab conducts a wide array of analytical tests to better understand the nutrient precision, freshness, quality, food safety and consistency of a finished formulation. The centerpieces of the lab are our two Mass Spectrometers. These powerful instruments measure extremely small amounts of a compound, such as vitamin D₃ or melamine, to ensure they are at levels that do not pose a risk to cats and dogs. Additionally, Royal Canin can partner with local Mars approved facilities to feed the finished formula and collect urine and feces to ensure the formula provides the benefits to the cat or dog we expect, such as producing a well-formed stool or a specific Relative Supersaturation (RSS) value. The Mars Global Lab in Canada is integrated with the labs in France and Asia, ensuring the quality and safety of all Royal Canin formulas worldwide.

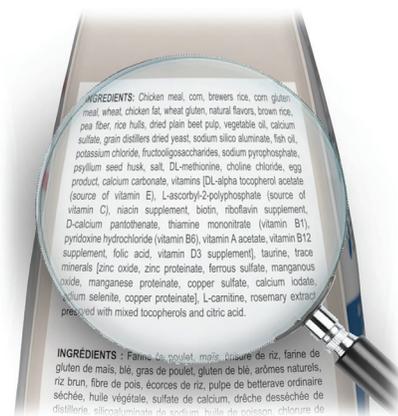
4 What kind of product research or nutritional studies have been conducted? Is it published in peer-reviewed journals?

Royal Canin conducts additional formula research to better understand the quality, safety, and efficacy of our formulas, including:

- ✓ Palatability trials
- ✓ Digestibility trials
- ✓ Blood parameters

- ✓ Relative Supersaturation trials
- ✓ Stool conformation
- ✓ Amino acid analysis
- ✓ Fatty acid analysis
- ✓ Toxicology studies and stability data
- ✓ Clinical trials for efficacy in conjunction with veterinarians and pet owners
- ✓ Peer-reviewed research

A significant amount of research conducted in partnership with The WALTHAM Petcare Science Institute as well as with industry leaders has led to publication in peer-reviewed journals.



WHAT TO LOOK FOR ON A LABEL

1 Is there a nutrition adequacy statement?

There are over 200 different products for cats and dogs in the Royal Canin portfolio, including dry, wet and treat formulas. Most formulas have been validated according to Association of American Feed Control Officials (AAFCO) nutrient profiles and/or feeding trials. Detailed analysis of the finished formula occurs at the Mars Global Services Lab to ensure nutrient levels meet expectations.

There are some therapeutic formulas that do not meet AAFCO nutrient profiles. These formulations have undergone alternative product evaluation, such as long-term feeding trials, and many have been proven safe and efficacious for managing the disease process they are intended for through clinical trials. Some examples include ROYAL CANIN® Veterinary Exclusive Hepatic and ROYAL CANIN® Veterinary Exclusive Renal Support formulations.

The nutrition adequacy statement can be found on the packaging of every Royal Canin formula available in Canada.

2 How many calories per gram or serving of food?

The caloric content can be found on each formula's packaging. You can also find this information on our website and in the veterinary product guide, for veterinary exclusive formulas.

3 Does the company provide immediate contact information such as a phone number or email address?

The contact information is provided on the packaging for Royal Canin Canada. Our Royal Canin Customer Care team can help to answer questions, provide information about any Royal Canin formula, including specific nutrient values, and where appropriate help with a formula recommendation based on a pet's unique needs. Pets with specific health concerns or those under the care of a veterinarian for a medical condition can contact their veterinary team for questions related to their pet and the formula they have been prescribed. Veterinary clinics can also reference the product guide to obtain a nutrient analysis for

each veterinary formulation and contact the Royal Canin Canada Veterinary Case Consultation Service to consult on nutrient values for a specific case.

4 Who makes the food?

All Royal Canin dry and wet formulas are manufactured in Royal Canin-owned facilities around the world. There are a few specific formulas that require specialized manufacturing methods, such as liquid diets and milk products, and are therefore produced at Mars-owned facilities and third-party facilities. These third-party facilities undergo stringent initial and ongoing audits and must follow specific methods and quality control protocols equivalent to our own Royal Canin facilities. Regular and ongoing formula testing at the Mars Global Services Lab helps ensure each facility is producing Royal Canin formulas with the quality we expect.

Our Canadian market is primarily supplied by our North American Royal Canin Manufacturing Network, including our dry Canadian manufacturing facility in Puslinch, Ontario and wet manufacturing facility in North Sioux City, South Dakota. A small subset of the formulas offered in Canada are manufactured in global Royal Canin facilities due to specialized manufacturing processes. Most manufacturing sites can manufacture the complete Royal Canin dry or wet portfolio; however, manufacturing specialization allows us to improve efficiencies during production.



At Royal Canin, health is our obsession. Our deep understanding of the needs of cats and dogs is what makes it possible for us to produce precise health nutrition, so they can become their magnificent best.

The WSAVA Questions to Ask a Pet Food Company allow pet owners to take a peek behind the packaging to understand more about the research, quality, food safety and evaluation that goes into the food you place in your pet's bowl every day. If you have additional questions, please reach out to us through our website at <http://www.royalcanin.ca/contact-us>.

