

1. What has Saputo just announced?

We announced our progress in regards to animal welfare and the evolution of our Animal Welfare Policy.

2. What progress have you made in regards to animal welfare since the implementation of your Policy?

Since the implementation of our Policy in 2015, we have worked closely with industry stakeholders to improve animal care on dairy farms in countries where we operate. We believe our work relating to animal welfare is a process of continuous evolution, and we will continue to demonstrate leadership in this regard. Accordingly, we have put forth our most inclusive Policy to date, which now includes our expectations for appropriate care and handling practices for goats in its scope.

Beyond our Policy, we have reinforced our commitment to animal welfare through a number of initiatives, including a partnership with the University of Guelph where the Saputo Dairy Care Program provides practical dairy welfare education, including workshops, to veterinary students, veterinary practitioners, and dairy producers. We have also provided funding to the University of Wisconsin–Madison School of Veterinary Medicine to support its Dairyland Initiative.

3. What results have these initiatives yielded?

We have multi-year partnerships with the University of Guelph and the University of Wisconsin–Madison.

- The University of Guelph’s Saputo Dairy Care Program provides practical dairy welfare education, including disbudding pain control training workshops for producers and cull cow decision-making awareness and education for veterinary practitioners.
- As part of the University of Wisconsin–Madison School of Veterinary Medicine’s Dairyland initiative, we funded the revision and translation of its website and provided global access to tools that promote welfare-friendly housing for dairy cattle.

So far, we have received positive feedback from those benefitting from the training and workshops provided by Saputo-funded initiatives. We are continually evaluating specific education and training programs in line with our animal welfare objectives.

4. How has your Animal Welfare Policy evolved?

At Saputo, we ongoingly review our policies and practices. We believe our work relating to animal welfare is a process of continuous evolution. We have put forth our most inclusive Policy to date, which now includes our expectations for appropriate care and handling practices for goats in its scope.

Other key updates to the Policy include a revised protocol to address situations when presented with credible evidence to support an allegation of animal cruelty, as well as adjusted animal handling and training guidelines.

5. Why did you decide to include goats in your Policy?

As a leading producer of goat dairy products, we care deeply about the way the milk we source is produced. High quality dairy products begin with high quality milk from healthy and well-cared for animals. Our Policy has evolved in this direction and now outlines our expectations for appropriate handling practices for goats in its scope.

We are committed to working with goat industry stakeholders to promote the advancement of goat animal care and handling. As such, we are continually evaluating specific education and training programs in line with our animal welfare objectives.

6. Why weren't goats included in the previous version of your Policy?

Goats were not initially included in our Policy because we wanted to take the time to comprehensively review the relevant legislation and industry standards in all of the jurisdictions where we have goat milk processing operations. To do so, we have also conducted extensive consultations with internal and external stakeholders.

7. Will your Policy be implemented in every country you do business?

This is a global Policy. As a leading dairy processor, we expect our suppliers, in all of the jurisdictions where we operate, to adopt and adhere to appropriate animal care and handling practices as outlined in our Policy.

8. What kind of authority does Saputo have over farming operations?

Saputo does not have any authority over farming operations. However, as a leading dairy processor, we expect our suppliers, in all of the jurisdictions where we operate, to adopt and adhere to appropriate animal care and handling practices as outlined in our Policy.

9. How will you ensure your Policy is respected by goat milk producers?

We will work closely with goat industry stakeholders to promote the advancement of goat animal care and handling. At the farm level, our teams will guide and provide support to goat milk producers to ensure our Policy is respected.

10. How does your Policy align with current animal welfare legislation?

Our Animal Welfare Policy provides us with the necessary framework to appropriately address situations where credible evidence of animal mistreatment or neglect is presented.

We expect that all such incidents would be investigated and validated by the appropriate regulatory authorities and/or third party animal welfare experts, and that animal protection laws would be fully enforced.

11. What will Saputo's response be when presented with credible evidence to support an allegation of animal cruelty?

We have established a protocol to address these situations. We will immediately suspend milk receiving from the farm under investigation by the regulated authorities and we will continue to suspend milk receiving until allegations have been investigated and validated by animal protection authorities and/or 3rd party experts. If they validate the evidence, we will further suspend milk receiving until a farm meets our Reinstatement Criteria.

12. Laws differ from country to country. How can you apply one Policy across several different jurisdictions?

Our policy clearly indicates how we will respond to an animal cruelty or neglect incident across all jurisdictions we have operations. Our policy reinforces the need for enhanced focus on animal welfare issues among all industry stakeholders, including government. We continue to push for necessary regulatory and industry standards reform in all jurisdictions where we operate, including the referencing of standards/Codes of practice in animal protection regulations.

Specific issues will vary from jurisdiction to jurisdiction, however we will continue to advocate for changes that put the welfare of animals and the trust of customers and consumers first.

13. There are some management procedures done on dairy farms such as dehorning that are allowable under this Policy – does it truly go far enough?

The reality of agriculture is that some specific management procedures are necessary to prevent animals from injuring each other or those people that handle them. Dehorning is one such practice. Our Policy ensures that when such procedures are necessary, appropriate anesthetic and pain management steps are taken.

14. How many dairy goat farms will have to apply changes based on your new requirements?

At this stage, we are focused on working closely with goat industry stakeholders, including producers, and we encourage them to review their current operations and/or policies, and make any necessary changes to align with our Policy in a timely manner.

15. How soon do you expect goat milk producers to comply with your new requirements?

We expect goat milk producers to be as committed as we are to achieving the objectives of this Policy in a timely manner.

16. When will you implement the updates to your Policy?

The updates to our Policy are effective immediately.

17. What do you believe is an appropriate punishment for those charged with animal mistreatment and neglect?

Animal mistreatment and neglect is a serious crime, and anyone found guilty must face consequences. We believe that criminal sanctions for animal mistreatment and neglect are an important legal protection for dairy cattle and goats.

18. Who developed and reviewed this Policy?

We formed a global committee including senior leaders from Governmental Affairs, Milk Procurement, Sales and executives to develop the Policy, gathered the scientific evidence and reviewed industry standards for Animal Welfare in all of the countries where Saputo has operations. Our Director of Animal Welfare, veterinarian Dr. Warren Skippon, was a key player in the development and review of the Policy.

19. Who should suppliers contact for more information on your Policy?

If you are a supplier who sells milk directly to Saputo, please contact your Field Representative for additional information and support.

If you are a supplier who sells milk to marketing boards or milk cooperatives, you should contact them directly for more information.

20. Who should media and investors contact?

Media and investors can contact our Media Inquiries line at 1-514-328-3141 / 1-866-648-5902.