Hill's Quality & Safety

"As a mission-driven company, our employees are dedicated to enriching and lengthening the special relationships between people and their pets. We do this by manufacturing high-quality, nutritious pet foods. This commitment to values is demonstrated every day by the pride and care that is taken in every step of the manufacturing process, as well as the high quality standards that we set and meticulously follow to make sure our products deliver precisely balanced nutrition for your pets."

– Kostas Kontopanos, President, Hill's Pet Nutrition USA

Our Promise

SAFETY FIRST
Our rigorous procedures are the foundation of safety for your pet's well-being

THE BEST NUTRITION
Precisely balanced nutrition through continuous research and innovation to meet the specific needs of your pet

GREAT TASTE
The delicious taste pets love, in the varieties of flavors you like

OUTSTANDING VALUE
The cost per day of feeding the best nutrition is less than you think

HIGHEST QUALITY
The highest quality food backed by your vet's endorsement and our 100% guarantees

Hill's commitment to quality is contained in "Our Promise" to consumers and our 100 percent satisfaction guarantee. Hill's commitment to quality promises that our ingredients, formulas, products and procedures meet stringent safety and quality standards as well as adhering to strict sourcing and production processes.

Our focus on providing pets with precisely balanced nutrition means our products:

- Deliver optimal levels of essential nutrients
- Avoid excessive levels of certain nutrients that could negatively impact health

HILL'S CUSTOMERS HIGHLY SATISFIED

The 2011 American Customer Satisfaction Index (ACSI) for the Pet Food Industry, which is based on quarterly consumer surveys to measure satisfaction based on value, quality and loyalty, indicates Hill's customers are more satisfied with their purchases than those who buy any other pet food brand.

Source: PET AGE, JAN 2012

Hill's Quality & Safety Programs

Pet food is very much like infant formula as it relates to quality systems for manufacturing. Pet food is a sole source of nutrition. Hill's models its programs after human foods.

We build high levels of safety and quality assurance throughout the product life cycle:

- Product Development
- Supplier Programs
- Manufacturing Plants
- Finished Product
- Warehousing/Distribution

Product Development

More than 150 veterinarians, food scientists, technicians and PhD nutritionists at Hill's develop Science Diet,® Prescription Diet® and Ideal Balance™ brand pet foods to meet the needs of your pet when it's well or when it's sick.

Each ingredient is analyzed to ensure its quality before it is included in the food your pet eats. We analyze our products' nutrient profile for over 50 nutrients, far exceeding AAFCO requirements, and further conduct feeding trials to ensure your pets get the precise nutrition they need.

Hill's products are backed by a high level of clinical testing to ensure safety and efficacy.

"Even before ingredients arrive at our plants, all of our suppliers are subject to strict quality standards and frequent inspections to ensure our products are made from the very best ingredients. On arrival, we also test to ensure that every ingredient being delivered meets our strict quality specifications before we accept it for storage and use at the plant."

– Diane Loiselle,
Vice President, Product Safety, Regulatory & Quality, Hill's Pet Nutrition

Supplier and Ingredient Programs

The ingredients in our pet foods are subject to microbiological, sensory, chemical or foreign matter testing to protect your pet and give you peace of mind.

Hill's only buys ingredients from suppliers whose facilities meet stringent raw material quality standards. For suppliers with multiple sites, we qualify each location separately to ensure consistency in ingredient quality. A team of Hill's or Colgate auditors performs all inspections.

Hill's has a documented process to select, assess and monitor its suppliers. Only suppliers who have been approved through this process can be used by our plants. We source raw materials only from vendors that have reliable safety procedures in place; primarily located in the United States, Japan, Canada, New Zealand, Australia and several European countries.

- Meat and poultry ingredients sourced from government inspected facilities
- Suppliers must be audited and approved by Hill's Quality Assurance
- Incoming materials must meet documented quality standards and specifications
- Quality audits of suppliers are ongoing and frequency is based on risk (more than 40 audits conducted annually)
- We have measures in place to continually improve supplier performance

Examples of ingredient testing:

- Corn (moisture, protein, fat, ash, mycotoxins)
- Pork liver (moisture, protein, fat, ash,)
- Fish oil (moisture, peroxide value, free fatty acids)

Manufacturing

Globally, Hill's manufactures more than 95% of our dry pet food in *our own* manufacturing facilities under the supervision of Hill's employees. For the U.S. market, we manufacture 100% of our dry pet food in our own plants.

Hill's demands compliance with current Good Manufacturing Practices (cGMP) and Hill's own high quality standards that ensure your pet's food is produced under clean and sanitary conditions.

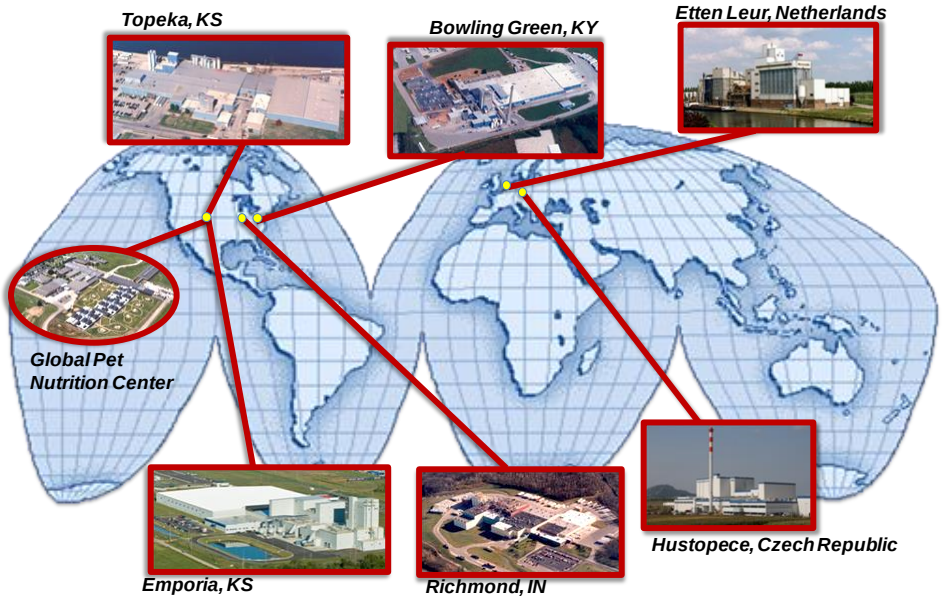
Product quality is continuously monitored and electronically documented through on-line quality checks throughout the manufacturing process.

Each year, we conduct thorough Quality Systems audits for all of our manufacturing facilities to ensure we continue to meet the high standards your pet deserves.

Our standard is zero tolerance of micro-contaminants which can cause food-related illness in both people and pets – the same standard that exists today for human food.

- Quality samples are taken during manufacturing every 30 minutes and tested for key attributes to ensure consistency
- More than 60 quality checks are performed on each batch
- Strict sourcing and production processes to ensure premium products
- Products manufactured to a fixed nutrient formula
- Manufacturing plants inspected by Hill's Quality team and many government agencies

Our Global Facilities



Finished Products

We conduct final, daily safety checks on every Hill's® Science Diet®, Hill's® Prescription Diet®, and Ideal Balance™ pet food product to help ensure safety.

All Hill's pet food products undergo thorough screening to ensure they are free of metal or other foreign material before they are made available for purchase.

All finished products are also physically inspected and tested for key nutrients before they leave our plants, so you can be sure your pet gets a consistent quality product, bag to bag.

- Final safety checks are conducted daily on every batch of Hill's Science Diet®, Hill's Prescription Diet® and Ideal Balance™ to ensure quality and safety
- Systems in place to prevent harmful product and pathogen contamination - more than 1,000 tests for salmonella per month
- All products screened for metal prior to release
- All products are physically inspected and tested for key nutrients (protein, fat, calcium, etc.) to ensure consistency from bag to bag
- Outside testing is performed by independent, internationally certified testing labs
- Continuous improvement through monitoring
- Positive release policy: Finished products are held at the warehouse until test results are confirmed by the lab before shipping to veterinary and retail customers
- **Hill provides consumers with a 100% guarantee for quality, consistency and taste**

Tracking systems in place that can quickly identify ingredients and finished products

- Ability to track and trace within 24 hours
  - By ingredient
  - By batch
- Each plant tests the system, yearly

Regulation of Pet Food

Pet Food is highly regulated by numerous federal and state agencies

Regulatory bodies involved:

- Center of Veterinary Medicine (FDA)
- Two U.S. Department of Agriculture (USDA)
    - Animal Plant Health Inspection Service (APHIS)
    - Food Safety Inspection Service (FSIS)
- State Laws
- State Departments of Agriculture
- State Feed Control Officials

Other organizations involved:

- Association of American Feed Control Officials (AAFCO)