

Question &Answers regarding Health Hazard Alert

November 7, 2006

What can you tell me about the recent product tampering at the plant?

We found a small number of plastic syringe cases (3) in the plant – there were no needles on these plastic cases.

What was in the syringes?

We are continuing to conduct the investigation; but there has been no report of any tampered product found at retail level.

Is there any health risk from consuming these products?

There is no evidence to indicate any health risk. We are working closely with the Canadian Federal Inspection Agency and taking every necessary step to either contain related products within our supply chain or recall any of these products at store level.

Where was product distributed?

While we have been able to contain a significant portion of this product with the plant and our supply chain, the remaining product has been shipped across Canada. We are able to track shipment of product and identify where it is shipped with a high amount of accuracy. We have taken steps to have any product related to this recall removed from shelves. Consumers are asked to return any of these products with the relevant code dates to the store for a full refund.

What precautions have you taken to prevent this happening again?

We have taken a number of actions which include increased security monitoring throughout the plant on our processing lines in addition to visual and physical inspections. We have contained or recall all products as part of this recall. We are also working closely with our employees, who are justifiably very upset by these incidents.

We have absolute confidence in the processes we have put in place to further protect the integrity of our supply chain and inspect any product recently manufactured on the line prior to release to market.

Is there any concern about food safety?

We have no reason to believe there is any food safety risk and there has been no reported illness reported with consumption of these products. We have absolute confidence in the systems and processes we have in place at the plant to ensure we adhere to the highest standards of food safety assurance in the manufacturing of our products. These systems are what immediately detected the problem.

Have you received any consumer/customer complaints related to these incidents?

Question &Answers regarding Health Hazard Alert

While we have not received any complaints, we have received a number of calls on our consumer information line. No incidents of any tampered products have been reported by consumers.

What could be driving these actions?

We have not identified any potential motive for these actions and are continuing to investigate this matter. We have an excellent quality assurance record at this and all our plants, and very good relations with our employees.

What action would be taken against an employee found responsible?

This is a criminal matter and the person or persons responsible would be prosecuted under the Criminal Act and in accordance.