



Will Bisset
Pets Corner UK Ltd
33 Queensway
Crawley
RH10 1EG
7th April 2016

16th June 2016

Dear Will,

Please find the answers to your questions in blue.

Ingredients and Inclusions

1. Are artificial preservatives used in the making of your foods and what percentages of each can be found?

All of our products are preserved using natural ingredients and are free from artificial preservatives. We DO NOT use any chemical antioxidants in any of our products.

2. If meat meal is used in your recipes, can you confirm whether it is naturally preserved?

All of the meat we use is preserved using natural ingredients, always.

3. Do any of your complete food products contain MSG, if so what is the percentage?

None of our products contain MSG.

4. Do any of your foods contain added sugars, if so in which can they be found and at what percentage?

None of our products contain added Sugar.

5. Do any of your foods contain added salt/sodium chloride, if so in which products can they be found and what are the levels/percentages?

None of our products contain added salt.

Social Responsibility and Understanding

1. What is the percentage of waste recycled at your company? We would appreciate it if you could give us the percentage recycled for all facilities individually – offices, warehouses and manufacturing facilities.



We recycle 100% of the cardboard used in our distribution center and recycle all office paper.

2. What percentage of energy used to heat, cool or light your buildings comes from renewable energy? Again, please answer for all facilities individually.

Around 20% of our energy is produced using renewable sources. We have recently fitted LED lighting across our entire office and distribution center to reduce energy consumption. None of our buildings use air conditioning to save energy and instead we have a natural ventilation system to regulate temperature.

3. Is the packaging used to contain, transport and display your food products recyclable or sustainable?

Due to the nature of our packaging with a metalized film interior it is unsuitable for recycling however we encourage our customers to reuse the bags around the house, they make for excellent garden rubbish bags once the kibble is all gone! Our newest product, Piccolo will be made using FSC certified cardboard. In the second half of 2016 we will launch new Canagan treats which will be produced in a 100% carbon neutral facility!

4. Does any of the meat used in your foods come from outside the UK? If so, what percentage and from where?

We source over 98% of our meat from within the UK, supporting British farming. The remainder comes from within the European Union.

5. What percentage of net profit before tax did you give to charity in the last two financial years if any?

We support numerous charities and often donate the product from our international trade shows to local dog and cat homes rather than courier the product back to the UK. We support charities because we believe it is a good thing to do and not for publicity purposes and therefore we don't intend to publish the percentage figure.

6. As a percentage of your net profit what corporation tax did you pay in the last two financial years?

We have always paid full UK tax and all of our UK employees comply fully with UK tax law.

Kind regards

James Milbourne
Symply Pet Foods Ltd