



ZIWI UPDATE | COVID-19

Kia Ora Distributor Partners,

In New Zealand, pet food has been classified as an essential product, so ZIWI will continue to prepare and ship our recipes worldwide. As you can imagine, we've experienced an increase in demand for our recipes. We're working hard to fulfil orders, while maintaining the highest of food quality and safety standards that you'd expect from ZIWI®.

Every day, we're guided by our purpose: To bring joy and peace of mind to pets and their guardians. With this in mind, our focus has further intensified in a few key areas:

TEAM SAFETY

The safety of our team and our foods is paramount. Following the guidelines and recommendations set by New Zealand's Ministry of Health, Centre for Disease Control and Prevention, USA (CDC) and WHO, we've implemented additional precautionary measures to ensure the safety of our team. This includes, but is not limited to, social distancing or isolation, daily temperature monitoring of team members, additional safety equipment and resources to support our team.

FOOD SAFETY

For over a decade, we've shipped our foods world-wide, meeting every international food safety standard. This includes stringent cleaning and precautionary food handling procedures set by New Zealand's Ministry for Primary Industries (MPI) and the U.S. Food & Drug Administration (FDA). While we're confident in our processes, we've recently elevated our cleaning procedures, as added precaution.

Most importantly, please know that all ZIWI® recipes are safe. Experts have cited transmission and growth of Covid-19 in food is not possible. Regardless, the processes used in both our air-dried and wet kitchens eliminates pathogens.

FILLING SHELVES

Just as many grocery stores are struggling to keep shelves full, we've also seen an increase in demand. This means that we may be in short supply of some recipes and/or sizes. We can appreciate that this may put added pressure on you and your customers. Rest assured, our kitchens are running at maximum capacity and prioritizing key SKUs to meet the needs of our partners. Our sincere thanks for your patience.

If you have any questions or concerns, your ZIWI Representative is standing by to assist.

On behalf of the entire ZIWI team, we wish you and your family well.

Kia Kaha,

Richard Lawrence
Managing Director
ZIWI Ltd.