



Nestlé Purina PetCare

North America

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Dear Valued Customer,

The global supply chain challenges continue to create uncertainty in our communities and across the business landscape. In addition, consumer demand for Purina's portfolio is at record levels. As a result, Purina has recently made significant decisions that enable us to continue to supply consumers with the high quality, safe products that they expect.

I strongly believe that Purina has a partnership with you and an obligation to transparency. This is true even when difficult situations or conversations are involved. We value our partnership and thus need to inform you of decisions that we must make in order to serve the most consumers possible.

Dry Pet Food

We continue to experience unprecedented demand for our Dry portfolio while also experiencing increased impacts with raw material availability. As a result, we are implementing multiple actions that will enable Purina to increase production on the most critical SKUs to ensure consumers find the products they most need and want. Our actions will include a suspension until further notice of production of certain SKUs and a product allocation on portions of our dry portfolio. Longer-term we have our first of two new Dry factories, Eden, North Carolina, coming online in 2023 which will support continued supply improvements.

Wet Pet Food

Our Wet portfolio continues to remain highly constrained due to increased demand and continued impacts with raw material availability. Due to raw material availability, we are suspending select 13oz Wet Dog items. In addition, to continue to maximize operational efficiencies, we are suspending select Wet Cat SKUs. These actions, along with capital expansion projects at our Hartwell, Georgia wet production facility in 2023, will support our ability to continue to supply this rapidly accelerating pet food segment.

We take these decisions extremely seriously. They have been made to support improvements and stability with supply. While these are difficult decisions, we have a long history of working together to do the right thing. I have no doubt that this situation, is another example of how we can work together and succeed together in both the short and long term. Purina is working every day to anticipate and plan for accelerated improvement in our supply chain. You have my personal commitment that we will continue to share transparent updates. Your local Purina contact will communicate specific product impacts in the near future.

Thank you,

Sean Fitzgerald
VP, Head of Sales

