

OUR CARE OF ANIMALS

Protecting the welfare of animals in our operations and at our partner farms



Sofina Foods is fully committed to the principles of sustainability and animal welfare. We continuously strive to maintain the highest standards of care for the animals in our supply chain, and we work closely with industry stakeholders to promote responsible practices. Our dedication to animal care extends from farm to plant, and we hold our employees and partners accountable for upholding these essential principles of animal welfare.

Sofina's commitment to animal care is rooted in the framework of the Five Fundamental Freedoms, which provide a comprehensive perspective on animal well-being:

- Freedom from hunger, malnutrition, and thirst, secured by access to water and proper nourishment.
- Freedom from discomfort, attained through suitable living conditions.
- Freedom from pain, injury, and disease, facilitated by preventative measures and prompt treatment.
- Freedom to express normal behaviour, enabled by sufficient space, appropriate facilities, and companionship.
- Freedom from fear and distress, assured by conditions that prevent mental suffering.

These principles not only define our approach to animal welfare but also shape national regulations for animal protection. These regulations, which include codes of practice established by the National Farm Animal Care Council (NFACC),

are endorsed by national and provincial producer associations.

At Sofina Foods, our unwavering commitment to animal care drives us to actively reduce stress and prevent injuries. Our stringent Animal Welfare Policy mandates training and compliance with applicable regulations and industry-recognized Codes of Practice for both our employees and suppliers involved in live animal handling.

In our pursuit of elevated animal welfare standards, Sofina Foods proactively nurtures initiatives to refine transportation, reception, lairage and processing practices. Furthermore, we support the adoption of cutting-edge technologies and engage in applied research to contribute to the development of science-based animal welfare codes of conduct.

We are steadfast advocates of humane, safe, and healthful animal handling throughout their lives. Our commitment extends to seeking partnerships with those who uphold unwavering ethical standards, with animal care remaining a paramount priority in all our endeavors.



Aligned with this commitment, we wholeheartedly endorse and adhere to established Canadian codes of practice, notably the National Farm Animal Care Council codes governing hatching eggs, breeders, chickens, turkeys, and hogs. These codes form the cornerstone of the Animal Care Program established by the Chicken Farmers of Canada and Turkey Farmers of Canada on Farm

Food Safety Program, Flock Care Program, Canadian Pork Excellence Program and the Canadian Quality Assurance/Animal Care Assessment, which comprehensively governs on farm and processing practices, mandating:

- Housing requirements, stocking densities and well-managed facilities that uphold high standards of animal care.
- Husbandry practices on farm.
- Nutritionally balanced diets and a continuous supply of fresh water to meet animals' needs at all stages.
- Training in proper animal care practices and maintaining ongoing assessments at various points, including the hatchery, during transport, on the farm, and at our primary plants.
- Humane treatment of all animals by all stakeholders throughout every stage of the process.

RESOURCES

Sofina Foods has a dedicated team and resources to ensure the adherence of producers, suppliers, and employees to best practices, as well as the enhancement of animal holding conditions. Our specialized animal welfare team, led by the Vice President of Animal Care and Hatcheries, comprises of certified members from the Professional Animal Auditor Certification Organization (PAACO). This certification equips us to conduct audits aimed at elevating the oversight of animal treatment. Status updates are reviewed at monthly continuous improvement meetings.

The Sofina team is steadfast in ensuring that all employees and suppliers handling live animals strictly comply with federal and provincial regulations, along with industry-recognized codes of practice. Our comprehensive program, aligned with the NFACC's codes of practice, encompasses all facets of animal welfare. This program

prioritizes the training of personnel involved in animal handling, taking into consideration animal behaviour and wellbeing. We maintain a zero-tolerance stance against actions that jeopardize the welfare of live animals, cause them suffering, or display disrespectful behaviour towards animals.

Our commitment to animal welfare is further reflected in:

- Active engagement and collaboration with industry groups, including regulatory bodies.
- Ongoing mandatory employee training at each facility handling live animals, conducted at least once annually. Following the training, each employee reaffirms their commitment to upholding the required animal care standards.
- Continued training opportunities through the Professional Animal Auditor Certification Organization (PAACO) for key employees handling live animals. Our objective is to have at least one PAACO trained employee at each facility.
- Development of measurable animal care metrics, subject to monthly review with our plant management and executive team.
- Weekly discussions involving all key stakeholders overseeing the live animal process, encompassing hatchery, farm, catch, transportation, live receiving, and processing.
- Transparent accountability through review of daily animal welfare metrics by facility.
- Monthly review of all animal care issues by senior executives through our continuous improvement meetings.

Sofina's allocation of resources underscores our resolute dedication to upholding the highest standards of animal welfare across all stages of our operations.



EMPLOYEE TRAINING

Sofina Foods is committed to continuously researching, promoting, and maintaining high standards of animal well-being through comprehensive procedures, educational materials, and

training programs for all our employees and contractors, referencing the animal welfare requirements contained in Health of Animals Regulations as well as NFACC (National Farm Animal Care Council) codes governing hatching eggs, breeders, chickens, turkeys, and hogs:

- Safe Food for Canadian Regulations (SFCR) Division 7 Subdivision C Humane Treatment
- Health of Animal Regulations (HAR) Part XII: Transport of Animals - Regulatory Amendment - Interpretive Guidance for Regulated Parties
- Guidelines for the Humane Care and Handling of Food Animals at Slaughter
- Guidelines for Preventative Control Plan for Animal Welfare for the Slaughter of Food Animals apply to the live birds slaughtered in all our Federal Establishments, and processing plants operating under the Federal/Provincial domestic program

All Sofina employees handling live birds and hogs must be trained and knowledgeable about the basics of poultry/hog handling and animal welfare including obvious signs of normal behavior and indicators of stress or illness in each species. Employees must be trained before handling live animals. We have established Animal Welfare Technical Training procedures and materials for detailed instructions regarding each activity involving birds.

All employees working in our primary facilities receive general Animal Welfare training at hiring. Those handling animals also receive specific training at hiring, annually, and as needed due to procedure changes or non-conformance incidents. All training is conducted, documented, and kept on file. As an example, specific training includes the following SOP's:

- SOF AC 01 Live Poultry Receiving
- SOF AC 02 Ante-mortem Screening Procedure

- SOF AC 10 Animal Care Technical Training Procedure
- SOF AC 11 Animal Welfare Internal Audit Procedure
- BUR SOP 1000 Animal Welfare Control program

CONTRACTOR TRAINING TRAINING OF CATCHERS

Training is required to be conducted at least annually for all employees involved in catching. Third party catchers are required to provide a letter of guarantee that all catchers have received required training and training records must be available upon request. This training must cover the following:

- All members of the catching crew must be trained and knowledgeable about the basics of poultry handling and animal welfare.
- All persons working with poultry must understand and accept their responsibility to prevent avoidable pain, injury, stress and suffering to the birds. Before they are assigned their duties, workers are required to be adequately instructed and have knowledge of the basic needs of the poultry entrusted to their care.
- Staff must be able to recognize obvious behavioural signs that indicate health problems or a state of discomfort of the birds.
- Training and evaluation of catching personnel is the responsibility of the catching crew supervisor.

TRAINING OF TRANSPORTERS (DRIVERS)

All transporters must be trained and knowledgeable about the basics of poultry/hog handling and animal welfare. All drivers delivering live animals for Sofina Foods must be certified under Certified Livestock Transport – Canadian Livestock Transporters (CLT) Program and the Transport Quality Assurance (TQA). Transporters must provide a letter of guarantee for trained personnel to Sofina Foods, with training records available upon request; proof of training must also be provided or made accessible upon Sofina's request.



RESPONSIBLE PROCESS

Sofina Foods actively reviews opportunities to continuously improve animal care practices. We continue to work with the industry, specifically the various Marketing Boards and Associations, to continue bringing enhancements to animal care practices throughout our supply chain.

Our process uses two stunning methods recognized nationally and within North America for their effectiveness in humane slaughtering: electric stun and controlled atmospheric stunning.

All facilities that handle live animals are continuously monitored by the Canadian Food Inspection Agency (CFIA) as required by regulations. We work in collaboration with CFIA inspectors to ensure our operations meet or exceed requirements. In addition, we conduct regular self and independent third-party audits of our standards and processes. Our manufacturing facilities are all certified to the highest globally recognized standards of the Global Food Safety Initiative (GFSI).

We require our employees to adhere to our protocols and ensure that our animal care commitment and vision are upheld by taking the following steps:

- Any employee in live operations must and can take immediate remediation action should they observe any deviation or weakness in our process.
- Investigating and considering technology that can improve the humane handling of animals.
- Enforcing a zero-tolerance policy with respect to willful acts of neglect or abuse of an animal by one of our employees.

TRANSFER OF CARE

Transfer of Care is an important aspect of animal welfare and biosecurity at our facilities, and we aim to ensure that the animals experience a smooth transition with minimal disruptions to their health and comfort. It involves coordination and communication among several stakeholders, such as hatcheries, farms, and processing facilities, to ensure a seamless transfer process.

During the Transfer of Care, Sofina Foods ensures that proper protocols are followed in alignment with Health of Animal Regulations (HAR) Part XII Section 153 Transfer of Care and Safe Food for Canadian Regulations (SFCR) to maintain the health, safety, and welfare of the animals. This includes handling, transportation, and the provision of appropriate environmental conditions to minimize stress and ensure the animals' continued well-being.



MONITORING

At Sofina Foods, our primary facility staff are required to adhere to the guidelines established by the Government of Canada to ensure the humane treatment of animals during their journey. They are also expected to meet specific standards set by organizations such as the National Chicken Council, National Turkey Federation, and North American Meat Institute, based on the type of animal.

In our commitment to upholding these rigorous standards, we conduct regular internal audits of our primary facilities. These audits play a vital role in ensuring strict adherence to regulations and promptly addressing any issues that may arise. Additionally, we engage independent external auditors to assess our facilities and procedures, ensuring a comprehensive and unbiased evaluation.

Every stage of the Transfer of Care process between parties (from farm to processing plant) where the responsibility for animals' transitions between parties is documented. If any deviations from the standards and established regulations are identified, we create detailed reports outlining the concerns. Immediate action is taken to investigate any deviation, followed by the implementation of corrective measures.

CONTINUOUS IMPROVEMENT

Examples of our commitment to continuous improvement in the animal care arena include:

- Implementing Controlled Atmospheric Systems in two of our poultry facilities: our Turkey plant in Mitchell, ON and our Chicken plant in Calgary, AB. This measure is designed to reduce animal stress and injuries while also contributing to an improved work

environment and higher meat quality. This approach involves a fully automated unloading of trailers to avoid physical handling of birds which can cause stress and potential injury. Cages containing poultry are automatically conveyed into a tunnel where the birds are irreversibly stunned, ensuring that birds lose consciousness and become insensible before the slaughter process.

- Investing \$10M in a state-of-the-art Controlled Atmospheric System in our pork plant in Burlington, ON.
- Collaborating on a new hog trailer design in 2020. These new trailers reduce the slope of ramps and provide automatic side curtains and exhaust fans based on temperature and humidity within the trailer, while maximizing square footage allowances for the hogs. There are five of these new trailers in operation today delivering hogs to Burlington, with more being ordered.
- Redesigning the smart stack system used to transport chickens to add a partitioning system that would limit the potential for injury while still allowing ample space for the birds within each crate.

WHAT'S NEXT

Group Sow Housing - Sofina supports the conversion of sow housing as prescribed within the Code of Practice - Hogs by 2029, as announced by the Canadian Pork Council. To that end, we are diligently working with our producer partners to complete conversions or build new production units by the end of 2026, three years prior to the required date. By the end of 2023, 66% of the hogs we receive will be from sow production units partially or completely compliant with the Code.