

Friday, 11th August 2023

At Karicare, the health and wellbeing of your babies and toddlers is our priority. We're committed to the safety and quality of our products, and any instance of concern from our customers is taken seriously.

Karicare's strict testing and protocols ensure that no plastics or contaminants are present within our products when they leave our manufacturing facility.

Independent testing for recent individual customer enquiry

We have been undertaking an investigation following a recent customer enquiry. The results of a comprehensive analysis undertaken by a reputable independent laboratory have been received this morning, and it has been confirmed the black foreign matter was identified to be a piece of gel nail polish; 3 layers - gel base, black polish and glitter.

The testing confirms the matter did not originate from our factory. Our strict protocols and rules on site for all factory employees include:

- Fingernails must be kept short and clean
- No nail polish, artificial nails, or false eyelashes are allowed. This rule applies to all staff, contractors and visitors who go into the production area, and this rule must be followed
- In the production area where our products are filled and sealed, gloves must be worn at all times

Testing confirms no contamination in manufacturing process

Prior to the release of products, Danone Nutricia NZ Laboratory conducts a thorough testing of each batch on its physical, chemical and microbiological parameters. Foreign matter testing is included as part of this testing regime. All parameters met the specifications for this product at the time of release.

Our testing indicates no contamination occurred during the manufacturing process, as all on-line controls were present and fully functioning at the time of production.

Based on the investigation above, **we can confirm there are no issues with this batch and it is safe to continue using.** We hope that this explanation brings our Karicare users some reassurance.

Scorched milk particles – common and harmless to health of infants

We're also aware there are a small number of other concerned Karicare users who have identified small black particles in their formula. We know that instances whereby parents identify black particles in their formula can be alarming and understand this is most commonly scorched milk particles. Scorched milk particles are a common occurrence caused when the powder becomes heated during the manufacturing process and appear in the formula as small black or brown particles. Whilst this anomaly is unsightly, the particles are harmless and do not pose a risk to food safety and the health of infants. Scorched milk particles are commonly experienced by all manufacturers of infant formula.

Commitment to quality and safety

At Danone Nutricia, the health and wellbeing of our Karicare users is our priority. We would like to reassure our Karicare families of our commitment to the quality and safety of our products. We encourage Karicare users with any questions or concerns to contact our Careline team on 1800 438 500.