

London, 11 July 2018

Information about Aptamil Infant Milks

Every year we feed hundreds of thousands of babies in the UK and we take this responsibility very seriously.

While the majority of parents and their babies are adapting well and enjoying our new formula, we know there's been a lot of discussion and speculation on social media and we have received complaints. We always advise parents to talk to a healthcare professional as they are the ones who can make a diagnosis of why a baby might be unwell. We have not had any reports from authorities or healthcare professionals about health issues related to our new formula.

We are committed to providing parents with the best products. Our research and investment into early life science had brought us this new formula. We have scientifically established that our innovation supports the good functioning of the gut, which is increasingly recognised to be at the centre of a baby's immune system. Before introducing the product, we presented the results of our scientific and clinical research to many paediatric gastroenterologists and they welcomed the new product and the science.

We would like to reassure parents that the quality and safety of our products is our number one priority. This formula has gone through extensive quality and safety checks including clinical trials, product testing and product experience tests in more than 1000 babies. These results have shown us that the product is safe and babies take to the formula well.

We want every parent to have a positive experience using our products and we are listening to what they are telling us.

We have completed our investigation into these products:

- 1. We reviewed our factory records and all safety and quality standards were met, including the 31 tests we run on every batch that leaves the factory.**
- 2. We assessed how the product mixes at a wide range of temperatures and using different methods. We know that the manufacturing process has changed the characteristics of the powder, requiring a slightly different approach to dissolve and reconstitute the formula. We have good mixing results when the product is mixed in line with our new instructions.**
- 3. We acknowledge that with hindsight we could have made the on-pack changes to the formula and mixing instructions clearer and we will take action on this.**

There are new instructions on the pack, specifically about shaking the bottle vigorously for 10 seconds, ideally in a vertical position.

Our experience tells us that when changing what you feed your baby, they may need time to adapt and there may be some temporary changes to their digestive pattern.

We want to thank parents for their feedback and patience while we respond to them. We have spoken to hundreds of parents and will continue to do so to ensure we support them in the right way.

All the latest information is on our website or parents can call our Careline for free on 0800 996 1000 for a one to one discussion.

Note. The new Aptamil formulations are:

- Aptamil First Infant Milk powder (stage 1);
- Aptamil Follow-On Milk powder (stage 2);
- Aptamil Growing-Up Milk powders (stages 3 & 4).

