

Questions and Answers: Salmonella Contaminated Pet Food Recall

When did RCL FOODS discover the Salmonella?

In November last year, traces of Salmonella were identified through our routine in-production quality control processes. As part of our FSSC22000 food safety monitoring system, we monitor raw material and finished product. As part of this process, traces of Salmonella was initially detected on a limited number of batches of dry pet food product manufactured at one of our two dry pet food facilities. RCL FOODS also has a wet food plant which, along with the other unaffected dry food plant, continued to produce product to meet demand throughout this period. All plants are thoroughly tested.

All potentially affected products were immediately isolated, and, in line with our food safety protocols, the identified batches were condemned to be sent for destruction at a specialist waste management facility.

Where did the Salmonella come from?

Salmonella is a well-recognised food and feed safety pathogen capable of surviving in dry processing environments, particularly where dust, moisture, or pest activity is present.

The results of our testing suggested environmental contamination rather than a raw material source. This was a contained issue identified through routine monitoring processes.

What steps did you take to get rid of the Salmonella?

Production was paused while the plant was thoroughly cleaned and sanitised by a specialist service provider. At the same time, essential and preventative maintenance was also carried out. A comprehensive, end-to-end deep cleaning and sanitisation programme was undertaken to fully eradicate the contamination. This process is backed by a comprehensive swabbing protocol at each step of the process to determine the effectiveness of the cleaning in each area of the facility.

Operations resumed only after extensive follow-up testing confirmed the facility was free of contamination. Production has since resumed safely under strengthened monitoring measures. Only products with the specified expiry dates are included in the recall. All other products with different expiry dates are safe for sale and consumption.

Why did you recall?

RCL FOODS is issuing a recall of certain dry pet food product lines, manufactured in one of its facilities. This follows the recent theft of condemned dry pet food that had been sent to a waste management facility in eastern Gauteng for destruction, and its subsequent resale on the informal market. RCL FOODS instituted further checks on potentially contaminated product that had been designated for destruction, and regrets to confirm that some of these batches are in the formal trade.

In line with our commitment to the highest safety standards, RCL FOODS is initiating a country-wide recall of limited batches of Bobtail, Bonzo, Catmor, Canine Cuisine, Feline Cuisine,

Optimizer and Ultra Pet Dog food manufactured at one of our two pet food plants. In line with our commitment to doing the right thing, we have expanded the product scope beyond the products we initially announced on Sunday 1 March.

RCL FOODS is working closely with retailers, regulators and relevant authorities to identify and remove all affected products from the market.

What are the symptoms of Salmonella to look out for?

Common symptoms in pets include diarrhoea, vomiting, fever, loss of appetite and lethargy.

Common symptoms in humans include diarrhoea, vomiting, fever, stomach cramps, abdominal pain, nausea and headaches.

Young children, the elderly, pregnant woman and people with weakened immune systems are at higher risk of severe illness.

Which products are affected?

- Bobtail
- Bonzo
- Catmor
- Canine Cuisine
- Feline Cuisine
- Optimizer
- Ultra Pet Dog food

How do you ensure this does not happen in future?

Together with independent forensic experts and the relevant authorities, we are urgently investigating to determine how this product entered the market and the associated corrective actions to prevent recurrence.

We are:

- Conducting a full root cause investigation
- Reviewing relevant processes and procedures
- Implementing additional precautionary controls where necessary

We are committed to maintaining the highest safety standards. Operations resumed only after extensive follow-up testing confirmed the facility was free of contamination. Production has since resumed safely under strengthened monitoring measures. Only products with the specified expiry dates are included in the recall. All other products with different expiry dates are safe for sale and consumption.

What should I do if I think I have one of the products affected?

1. Stop feeding your pet the product immediately.
2. Check your bag's expiry date against dates listed on our recall communication.

- If you have a product listed for recall, return your product to where you bought it, to get a refund.

If shoppers cannot return the product to the stores it was purchased from, it can be safely disposed of with their normal waste. Simply place it in a sealed bag and discard it in the waste bin.

Need further assistance?

For further assistance, consumers can reach out to our Customer Care team via:

- Telephone: 0860 103 764 (24 hours)
- WhatsApp: 087 359 0476
- Email: RCLConsumerCare@rclfoods.com (Business hours)

What are the details of the affected batches?

Brand	Product Description	Pack size	Best before date
Bobtail	Bobtail 2in1 Adult Gravy Coated Steak Flavour 1.5kg	1.5KG	12 Sept 26
Bobtail	Bobtail 2in1 Adult Gravy Coated Steak Flavour 6.5kg	6.5KG	12 Sept 26
Bobtail	Bobtail 2in1 Puppy Milky Bones Chicken Flavour 5.5kg	5.5KG	11 Sept 26 & 12 Sept 26
Bonzo	Bonzo Steak Flavour 7KG	7KG	10 Aug 26 & 11 Aug 26
Canine Cuisine	Canine Cuisine Gravy Coated Adult 1.5kg	1.5KG	16 Sept 26
Canine Cuisine	Canine Cuisine Gravy Coated Adult 5.5kg	5.5KG	16 Sept 26
Canine Cuisine	Canine Cuisine Med – Large Adult Chicken & Rice 1.75kg	1.75KG	06 Aug 26
Canine Cuisine	Canine Cuisine Med – Large Adult Chicken & Rice 6kg	6KG	06 Aug 26 & 07 Aug 26
Canine Cuisine	Canine Cuisine Med – Large Adult Chicken & Rice 10kg	10KG	06 Aug 26
Canine Cuisine	Canine Cuisine Small – Med Adult Chicken & Rice 1.75kg	1.75KG	15 Sept 26
Canine Cuisine	Canine Cuisine Small – Med Adult Chicken & Rice 6kg	6KG	15 Sept 26
Catmor	Catmor 2in1 Dry Adult Chicken with Beef 1.5kg	1.5KG	17 Aug 26 & 16 Oct 26
Catmor	Catmor Dry Adult Chicken 4kg	4KG	14 Aug 26 & 15 Aug 26
Catmor	Catmor Dry Adult Liver 1.75kg	1.75KG	05 Aug 26 & 06 Aug 26 & 17 Aug 26
Catmor	Catmor Dry Adult Salmon 1.75kg	1.75KG	15 Sept 26 & 20 Sept 26 & 21 Sept 26
Catmor	Catmor Dry Adult Tuna 1.75kg	1.75KG	14 Aug 26 & 15 Aug 26 & 26 Aug 26 & 24 Sept 26

Catmor	Catmor Dry Adult Tuna 4kg	4KG	05 Aug 26 & 06 Aug 26 & 26 Aug 26 & 25 Sept 26
Feline Cuisine	Feline Cuisine Adult Salmon & Rice 4KG	4KG	27 Aug 26
Optimizador	Optimizador Active Adult Beef 8KG	8KG	21 Oct 26
Optimizador	Optimizador Complete Adult Beef 20kg	20kg	27 Aug 26 & 28 Aug 26 & 20 Oct 26
Optimizador	Optimizador Premium Adult 2in1 Moist Meaty Chunks 18kg	18KG	22 Jun 26 & 23 Jun 26
Optimizador	Optimizador Premium Adult Chicken & Rice 40kg	40KG	27 Aug 26 & 02 Sept 26 & 03 Sept 26 & 18 Oct 26
Optimizador	Optimizador Premium Adult Chicken & Rice 20kg	20KG	12 Aug 26 & 15 Aug 26 & 02 Sept 26 & 03 Sept 26 & 17 Oct 26 & 18 Oct 26
Optimizador	Optimizador Premium Puppy 2in1 Milky Bones 3kg	3kg	26 Sept 26
Optimizador	Optimizador Premium Puppy 2in1 Milky Bones 7kg	7KG	21 Sept 26 & 22 Sept 26 & 23 Sept 26 & 24 Sept 26 & 26 Sept 26
Optimizador	Optimizador Premium Adult 2in1 Gravy Coated 18kg	18KG	15 Aug 26 & 16 Aug 26 & 17 Aug 26
Ultra Pet	Optiwoof All Size Breeds Adult Beef & Rice 20KG	20KG	11 Aug 26 & 12 Aug 26 & 14 Aug 26 & 14 Oct 26 & 15 Oct 26
Ultra Pet	Optiwoof All Size Breeds Adult Beef & Rice 40KG	40KG	18 Sept 26 & 19 Sept 26
Ultra Pet	Optiwoof All Size Breeds Adult Beef & Rice 40kg	40KG	19 Sept 26
Ultra Pet	Optiwoof All Size Breeds Adult Beef & Rice 8KG	8KG	12 Aug 26 & 18 Sept 26
Ultra Pet	Premium Large Puppy Chicken 8KG	8KG	06 Aug 26 & 07 Aug 26
Ultra Pet	Special Diet Weight Control 3KG	3KG	21 Aug 26
Ultra Pet	Superwoof Small Med Adult Beef & Rice 8kg	8KG	14 Aug 26 & 20 Sept 26 & 22 Sept 26
Ultra Pet	Superwoof Small Med Adult Chicken & Rice 12KG	12KG	13 Aug 26 & 14 Aug 26 & 19 Sept 26 & 20 Sept 26
Ultra Pet	Superwoof Small Med Adult Chicken & Rice 20KG	20KG	19 Sept 26 & 20 Sept 26
Ultra Pet	Superwoof Med - Large Adult Chicken & Rice 40KG	40KG	25 Aug 26
Ultra Pet	Superwoof Med - Large Adult Chicken & Rice 8KG	8KG	08 Aug 26
Ultra Pet	Superwoof Small Med Adult Chicken & Rice 8kg	8KG	12 Aug 26 & 13 Aug 26