

From: APOPO [<mailto:herorats@apopo.org>]
Sent: Monday, August 27, 2018 7:53 AM
To: Ruth Benvie <rbenvie@braintreesci.com>
Subject: Re: Website form submission

Hi Ruth,

Thank you for your patience whilst I looked into this!

I'm so sorry that you haven't heard anything about Sniffles in quite some time. I wonder whether you may have reached out to people who no longer work for APOPO which is why you did not receive a response - in any case, I joined APOPO in February this year and I'm really pleased to have picked up this ticket as I'll be able to set things straight for you.

First things first, I've taken a look back in our records and I can see that Sniffles was retired earlier this year. We retire our rats either through ill health or through a lack of interest in the work - we never force our rats to work if they don't want to. In Sniffle's case, he showed a lack of interest in getting up in the morning compared to his rat colleagues and so, we took the decision to retire him from service. He's still with us, and will remain with us in his retirement enjoying all the same things our working rats get to enjoy.

Following the retirement of Sniffles, we SHOULD have made you aware of this but it looks like no communication was sent to you and I suspect this was due to staff leaving the organisation and the subsequent handover. We're normally much better at keeping in touch but it seems we failed utterly and completely on this occasion and I am so sorry for that.

If you have any other questions please don't hesitate to let me know.

Emma McEachan

Public Fundraising Officer

Nantes, France