

BODY & FACE ST CYRUS LTD

WELCOME to our 30th issue, bringing you news of the Company's progress with information on new ingredients, product developments, regulatory issues, and the 2018 Customer Survey.



Issue 30

August 2018

Accreditation Again!

What a day! 30th May saw us achieve re-accreditation against the **Investors in People—Sixth Generation Standard**. Thanks to all our staff for completing the '40 questions' preliminary survey, to Debbie for leading off with the interviews on the day and to Linda for limiting the disruption amongst the Workshop team. This was our fourth assessment and we now need to order a new award plaque!

It must have been a very long day for our assessor, Ruth, from Re:Markable—besides 6 interviews (Bill and Angela had already held lengthy discussions regarding Body & Face progress) there was a large box of background information to consider. We are involved with the Scottish Qualifications Agency (SQA) hoping to develop a certificate of competence for the staff and with Skills Development Scotland (SDS) in analysis of skills shortages, apprenticeship possibilities, branding to cover just some aspects and these initiatives seem to go down well! Still some problems to address though—and we will! The Review was under a new system—Sixth Generation—which is much stricter and we will learn from this assessment experience.

It seems to have been a long few months of assessments— what with the two-day ISO 9001:2015 transition assessment in early March and renewal of our Cruelty Free International (Leaping Bunny) certification in April.

Work is never-ending with updates to documentation such as the Risk & Contingency Register and the Opportunities Register required for ISO 9001:2015 and the development of a Skills Matrix and the identification of Roles & Responsibilities for Investors in People aiming at succession planning.

Keeping in Contact with Body & Face

Following all the emphasis over the last few months, you will be aware that obligations on companies regarding the handling of personal data changed on 25th May with the implementation of the **General Data Protection Regulation**.

Please be assured that we do not transfer any data, personal, commercial or otherwise to third parties. We do maintain contact details and records of orders to facilitate / improve our service provision to customers.

Our updated Privacy Policy can be seen on our website as part of our Terms and Conditions for Supply of Goods. See www.bodyandface.co.uk/shop together with a link from our 'business' pages. More detailed information was circulated individually in April with a request to confirm consent to the processing of data that we hold in relation to the fulfilment of orders. We also hope to continue sending you our Newsletter and Customer Survey and Summer Closure details where relevant. We hope that such information continues to be of interest but do note that you can change your mind at any time—just let us know and please remember to let us know of any changes to contact details.

Thank you to all those who have responded with apologies for any reminders! If you have not yet let us know formally how you wish to proceed, please do!



Our Facebook Page

Please register that you like our products on the Body & Face Facebook page and become Friends to follow us for the latest news at : <https://www.facebook.com/bodyfacestcyrusltd>

Our Products are made with the use of minimal processing of ingredients, are as natural as possible with the minimal use of preservatives etc (only as required for the specific product to comply with legislation).

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Customer Survey - 2018

Very pleased to record a 67% response rate to our recent Survey of our aromatherapy and 'business' customers issued in late April. All feedback is invaluable in developing and improving our products and services. We hope that the first ten respondents enjoyed the small Gift of personal care products they received.

A reminder that there was some variation in the questions asked of our business and aromatherapy customers with questions 5-8 requiring feedback from business customers on our manufacturing 'scale-up' services and question 2 from those purchasing from our range of aromatherapy base products.

Average satisfaction scores are shown in the chart below. We recognise that there is a need for improvement in such areas as information on the potential of new ingredients and feedback on scale-up projects, for example.

From your responses:



It was pleasing to see that our desire to provide quality products and a high standard of customer service was recognised and that we are accredited to the Cruelty Free standard. The chance to speak to staff directly was also welcomed. Small quantity purchase from the Aromatherapy range was appreciated.



There were comments that our retail Aromatherapy products were good value but it was noted that the additional postage costs could make products seem to be not such good value. Please note that we do offer free delivery of trade orders over a certain value - see the Business pages on our website.



Our four-monthly Newsletter was found to be informative— we do try to keep everyone informed of staff news, updates on legislation, ingredients of interest (although we could be better at informing interested customers directly). If you have any ideas for additional content please do let us know.



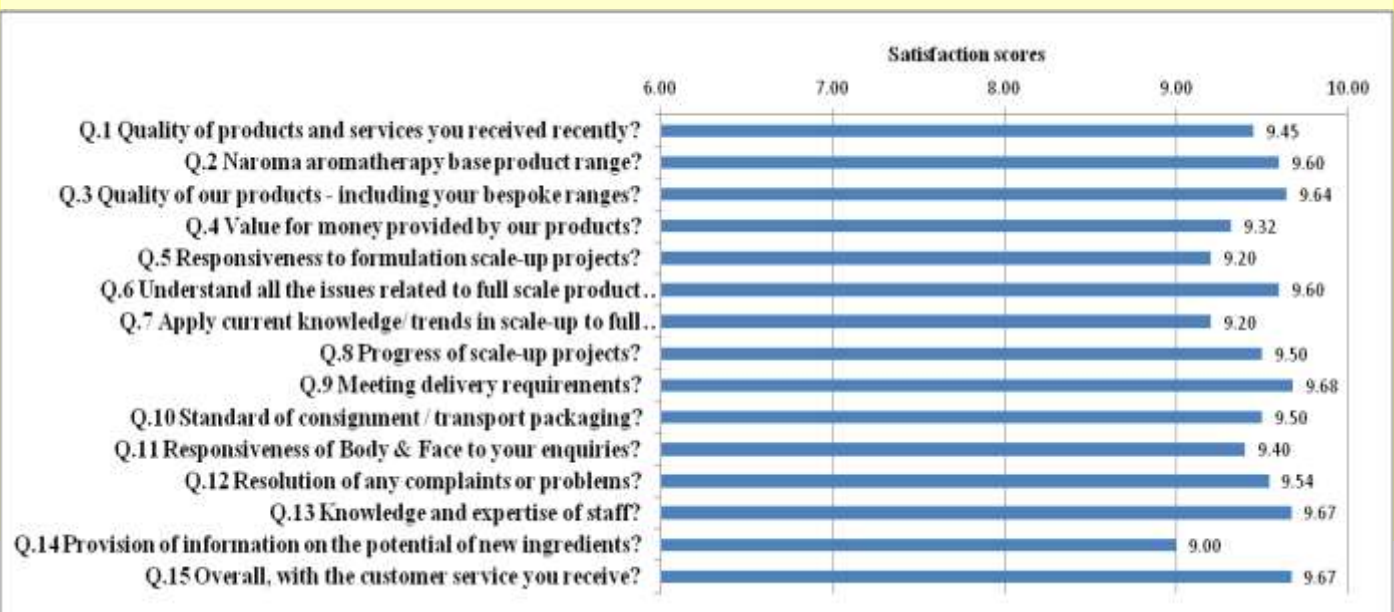
We do appreciate that there have been some issues with communication and response to customer queries regarding product development and regulation / sales issues. Hopefully, these have been resolved and you have been notified or the search for solutions is now in progress.



Our aromatherapy Carrot Moisturiser was praised—'nothing better' to quote. We can readily supply the paraben-free version and could supply the paraben-preserved product if specifically requested but the minimum order quantity would be 10 kilos to ensure batch integrity.



There have been several requests for men's grooming and shaving / beard care products which we will try to progress. We can already supply a Sports Massage Rub and an Eye Cream—please see our retail website at www.bodyandface.co.uk/shop for more information. We are looking to expand our product ranges! A new formulation for a Pomade is interesting but contains highly modified silicones.



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Staff News

We are very sad to report that Jennifer Warden, Process Assistant in the Workshop, has tendered her resignation and will be leaving Body & Face in mid-July. We wish her all the best in her new career.



That's Jen on the left with Michelle on the right.

Contact with Customers

The annual **SCS Formulate** (a chance for us to meet suppliers, hear industry experts, learn of new developments) is being held in Coventry from 13-14th November. Bill and Angela will be passing through London on the 12th and 15th November and would be pleased to meet with customers either at the exhibition or in London. Please do let us know if you wish to make contact.

New Moves on Testing Cosmetics on Animals

Noting that, while the EU has banned the animal testing of cosmetics since 2013, many countries still allow testing and marketing of products tested on animals. Loopholes also exist with products tested on animals outside the EU being retested in the EU using acceptable alternative methods. Also, many ingredients used in cosmetics may be used in other products such as pharmaceuticals, detergents or foods and tested on animals under different regulations.

Working towards a global ban, in May 2018 MEPS called on EU leaders to develop a coalition and launch an international convention within the UN calling for the introduction of a global ban on animal testing to be in place by 2023 and to ensure that this is not weakened in trade negotiations or by the World Trade Organisation.

From SpecialChem of 17/5/2018 Industry News.

Canada has also recently passed through Senate S-214 the Cruelty Free Cosmetics Act amending the Food and Drugs Act to prohibit the sale of new animal testes cosmetics and the banning of animal testing in Canada - ahead of the US.

Workshop Closure 2018

A timely reminder that the Workshop will be closed for the annual holiday / maintenance fortnight from Friday 17th August and re-opening on Monday 3rd September. Hopefully, you will have contacted us already with any orders required to meet demand during this closure period.

We will, of course, do our utmost to satisfy any urgent orders that you may require.

However, Business as usual in the office so we can still be contacted by mail, telephone or email and we will respond as quickly as possible.

COMPANY INFORMATION

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