

# BODY & FACE ST CYRUS LTD

**WELCOME to our 27th issue, bringing you news of the Company's progress with information on new ingredients, product developments, regulatory issues, and the 2017 Customer Survey.**



Issue 27



August 2017

## Ingredient News - Catch 22

The search for an SLES replacement continues: Our supplier suggested Primesurf AOS38 E - an aqueous solution of sodium C14-C16 alpha-olefin sulphonate, for the technically minded, and claimed to have high detergency and foaming properties and excellent pH stability. However, as they would say on the Great British Menu, while it is great for Orang Utans as it is not derived from Palm Oil, it is a crude oil derivative preserved with Methylchloroisothiazolone / Methylisothiazolone although found to be non-sensitising and readily biodegradable with the preservative still approved for rinse-off products. Still looking! See our Survey report.

## Product Stability—EU Testing Requirements

From [cosmeticsandtoiletries.com](http://cosmeticsandtoiletries.com) a timescale and study sequence for product stability testing with a reminder of relevant definitions.

**Date of Minimum Durability (DMD) or shelf-life:** the date until which the product, stored under appropriate conditions, will continue to fulfil its initial function and will remain in conformity with Safety requirements (Article 3). The container and packaging must indicate a DMD if this is less than or equal to 30 months.

**Period of Time after Opening:** the DMD is not mandatory if the minimum product durability is more than 30 months. In this case the period of time after opening (PAO) for which the product is safe should be indicated. The symbol is an open jar accompanied by the period of time.

Note that Body & Face retain product samples for 4 years in case problems arise and for examination before disposal.

## Product Stability - continued

### Study sequence and timing:

Stage 1: completion of the Preservation Challenge test (CT)

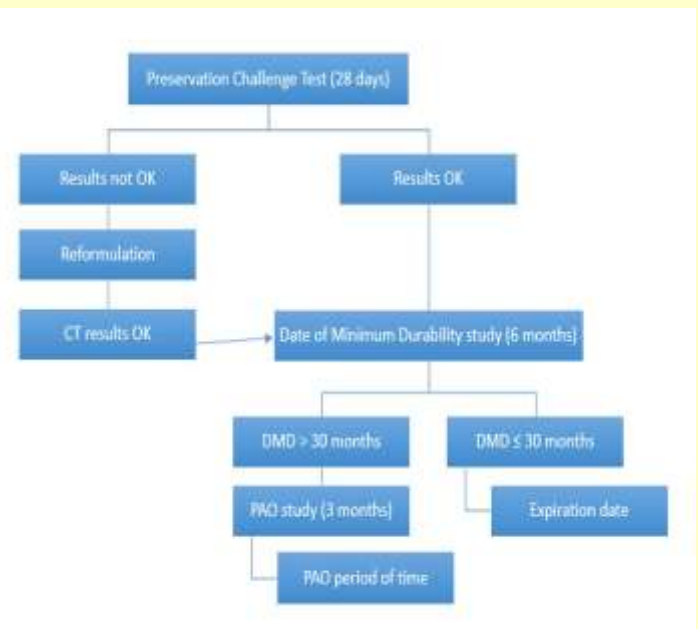
Stage 2a: DMD > 30 months - go to Stages 3 and 4

Stage 2b: DMD ≤ 30 months - Use expiration date of product then move to Stage 4

Stage 3: PAO study and application of PAO time

Stage 4: Preservation Challenge Test to ensure the preservation system is effective throughout the DMD.

As an indication the timing for these tests prior to marketing: CT - 28days; DMD - 6months; PAO - 3months + CT again = approximately 11 months in total. See diagram below.



## 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 - 2017

A big thank you to all our customers ('business', aromatherapy and retail) who responded to our recent Customer Survey issued in late April. All responses contribute to improvement in our products and services, identifying problems and in planning future developments. We hope that the first ten business and aromatherapy respondents enjoyed the small Gift Bags of personal care products they received and retail customers were happy with their selection.

A reminder that there is some variation in the questions asked of our business and aromatherapy customers, with questions 5-7 relating to production scale-up of formulations requiring feedback from 'business' customers and question 2 from those purchasing from our range of aromatherapy base products. Retail customers were asked about ease of access to our website and whether products and services matched up to their description.

With some apologies for chivvying, we had a response rate of 61%. Average satisfaction scores from 'business' and aromatherapy customers are shown in the chart below. We recognise that there is room for improvement in some areas.

### From your responses:



It was good to note that our retail customers found our website easy to use and that products matched up to their description. Order messages forwarded from the system in terms of order receipt, payment, processing and order completion all served to inform customers of the progress of their orders. A weekly stock check has been instigated to improve our customer service and we are planning to re-organise our own ranges.



Aromatherapy customers appreciate our ability to offer a 'small order' service and a reminder that 1 litre sizes of our aromatherapy range can be purchased through the retail website—please see [www.bodyandface.co.uk/shop](http://www.bodyandface.co.uk/shop). I am sorry to say that we do not have the capacity to offer CPD courses. If this is of wider interest does anyone have any suggestions that we might forward.



We are actively seeking alternative preservative systems and a cost effective replacement for SLES but see the article on page 1 of this Newsletter where a potential substitute is discussed—the supplier has recently suggested that he may be able to offer another possibility and we await samples and more detailed information on the ingredient.



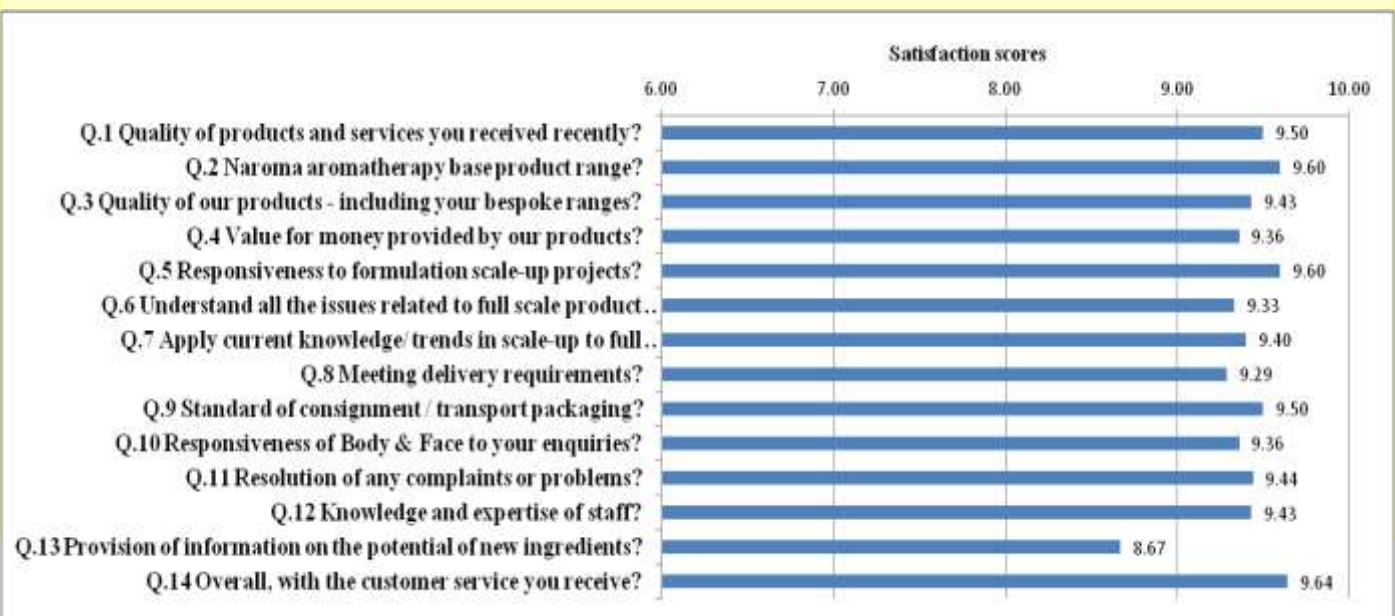
Several customers, both retail and business, have mentioned shaving products such as a shaving cream, a shaving oil and a beard oil and we are investigating the manufacture of such products. More news to come!



We are emphasising the need for extra vigilance and care within our 'down-the-line' quality control procedures to avoid product consistency and contamination problems



We hoped that occasional problems with order delivery had been resolved and so apologise for some recent problems with our courier service. Debbie is keeping a careful eye on the situation.



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## Staff News

**Our two new members of staff in the Workshop – Jen (on the left) and Michelle filling Night Oil**



**Below—Rachel, on the right, sitting in with Fiona who joined in November—filling Beauty Deodorant for our customer in Kuwait.**



## Staff News Continued

13th May 2017—Congratulations to Linda, our Workshop Manager, in achieving her Level 4 SVQ in Management & Leadership. After several months of hard work all 4 optional and all 4 compulsory modules have been completed—in record time—as George, her very able mentor from Aberdeen & Grampian Chamber of Commerce, retires in August and AGCC will no longer be offering SVQ management.

Linda will be on holiday at the time of the formal Graduation Ceremony in Aberdeen so George has promised to present the award on a visit to Laurencekirk before the summer Workshop closure. Look out for pictures in the next Newsletter and, before then, on our Facebook pages.

## Workshop Closure

A timely reminder that the Workshop will be closed for the annual holiday / maintenance fortnight commencing Friday 18th August and re-opening on Monday 4th September. We hope that you have already contacted us with any orders required to meet demand during this closure period. A staff lunch is being held on 16th August to welcome new staff and as a general thanks to all!

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

Business as usual in the office!

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