

BODY & FACE ST CYRUS LTD

WELCOME to our 29th issue, bringing you news of the Company's progress with information on new ingredient developments, regulatory issues, and quality standards.



Issue 29



April 2018



Quality—we are delighted to announce that Body & Face has, after an intensive two-day assessment by Lloyd's Register, achieved the standards required to allow transition to ISO 9001:2015 with its much stricter emphasis on management responsibility and risk and contingency analysis. As we keep emphasising, to use the jargon, Plan—Do-Check-Act, and don't rush jobs so that mistakes creep in.

You will have seen from our Facebook posts that we did wonder if the heavy and drifting snow in early March would intervene as the audit was timed for 5–6th March, our assessor was travelling from Aberdeen, staff live some distance from Laurencekirk needing to survive the trip 'over the hills' between the coast and Laurencekirk, and our existing certificate lapsed on 9th April. Made it with the Auditor being complimentary of the family atmosphere, production routines and staff development, for example!

Thanks to all the staff for their help and input!

Note the new logo we'll be displaying everywhere!

We should add thanks to Debbie, Fiona and Rachel for manning the Workshop on 2nd March and to the delivery driver helping manhandle an urgent pallet into his truck!

Body & Face is pleased to say that we were a signatory to the Cruelty Free International call to the EU and national leaders dated 6th March to secure a global ban on the testing of cosmetics on animals as part of the #Banniversary event in Brussels recognising 5 years since the EU ban on the sale of cosmetics tested on animals. See:

www.crueltyfreeinternational.org/what-we-do/breaking-news/happy-banniversary

for a full list of politicians, companies and celebrities who signed on.

Also great to see that customers were signatories too!

The EU Parliament will vote in April to decide on action.

A reminder that Body & Face has never tested its products on animals and has, essentially, been 'humane' since 1994 when the company evolved and has been formally recognised since 2003 - our supplier 'cut-off' date.



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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Christmas Party December 2017—Sauchieburn Hotel; even had a visit from Father Christmas in the guise of Ivan



General Data Protection Regulation

Just to be sure that we are compliant with the Regulation due to be implemented on 25th May, we will be in touch with our customers to request consent to retain and process the data we hold only for the purposes for which it was collected. Full details will be provided but please note that we do not collect and specifically personal information.

COMPANY INFORMATION

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Product and Ingredient Developments

November saw a thorough-going review of ingredient requirements such as gelling agents, preservatives and TEA replacement, focusing on their sourcing and potential new ingredients to meet customer needs, current trends and the introduction of new B&F ranges.

Following an SCS Group query on LinkedIn, a useful response suggested combinations of Caprylyl Glycol, Glyceryl Caprylate, Pentanediol, p-Anisic Acid - several of which B&F has already investigated for possible preservative use.

Discussions with suppliers have resulted in a suggested replacement for SLES, Olefin Sulphonate (tradename Linkspur OS Liquid, but this is amber in colour and more expensive. Tylose H 30000 YP2 is a possible replacement rheology modifier but, again, this is not a one-size fits all solution. As a Carbopol alternative we are currently testing Acrypol ED2020.

Also spotted in a Personal Care article was ϵ -Poly-L-Lysine as a potential preservative and we may purchase a kilo to test - again expensive as is any natural preservative. I hope that we have not been too technical!

Customer Survey 2018

Please do complete our 2018 Customer Survey which will be issued in late April. All feedback, in particular, any additional comments you may have, is extremely helpful in helping us with development ideas and better meeting your requirements. The Survey should only take a few minutes to complete.

From 2017, as you will see above we are actively reviewing potential ingredients and continue to emphasise to the team the need for staff vigilance and concentration within the need for quality control. We are also continuing to maintain a close eye on the service provided by our couriers and hope that there have been fewer problems recently.

Whilst the Survey is intended to be anonymous, please do sign the form to have the chance to win a prize and allow us to respond to any particular problems you might raise.

Prizes will be awarded to the first ten respondents!

Workshop Manager: Linda Bolt

Workshop/Production: linda@bodyandface.co.uk

Production Team: Stacey, Cheryl, Rachel, Fiona, Michelle, Jen

Warehouse & Maintenance: Ivan Walker