



Bell Flavors & Fragrances

Quality Management Profile Bell Flavors & Fragrances

2017



Combining *great taste*
& *sensational fragrance*



www.bell-europe.com

Profile Quality Management

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1. Bell Flavors & Fragrances

1.1 Statement from the Management

 Bell Flavors & Fragrances is a company based in a historically significant location for the industry in Leipzig-Militz. Our entire business operations are guided by the principles of sustainability and future viability.

Our employees at all levels are characterized by their professional competence and their personal commitment in their daily work. This guarantees continuous development and improvement in the company's success and encompasses knowledge of the expectations of customers, employees, suppliers and our neighbors. By providing jobs in a creative atmosphere that balances individual needs with technical and organizational requirements, the management is fulfilling its responsibility vis-à-vis its employees.

All employees have access to the legal regulations, company policies, practices and procedures in their



currently valid form and are committed to high moral standards. It is only in this way that they can fulfill the responsibility for the development and manufacture of high quality products that meet high standards and comply with product safety requirements. Systematic training and instructions ensure that employees adapt their knowledge and skills to the ever increasing demands and changing conditions for the purposes of completing the tasks they are faced with.

All business activities are focused on fulfilling the customer's wishes. This includes strict confidentiality regarding all customer data and projects and also concerns the full respect of intellectual property rights and compliance with the given statutory provisions in terms of global customer relationships and their ethnic particularities. Quality that meets the highest standards, reliability, punctuality and service are the cornerstones of stable business relationships.

Controlled supplier selection procedures and releasing resources and materials for development and manufacture only if they have complied with predetermined specifications ensures the desired level of quality throughout the entire production chain. Aspects of the environment are taken into account in this process.

Constant innovations to equipment and technologies and their scheduled maintenance, taking into

account the advanced state of process engineering and safety technology, provide the best conditions for ensuring uninterrupted production and the safety of the personnel. In our company we implemented a management system that combines quality, hygiene, product and operational safety, health and environmental protection into one unified process.

This process is an obligatory standard for all activities and conditions at the Bell Flavor & Fragrances GmbH. In accordance to the requirements of the DIN EN ISO 9001:2008, the HACCP concept, the Good Hygiene Praxis and the OHSAS 18001 all processes were documented and systematically monitored.

To become conformance with our own higher level standards and increased customer requirements we decided to establish a food safety management system in correlation to our existing Quality-, Safety-, Health- and Environmental- Management System. This system we started to realize in 2011 bases upon the standard of FSSC 22000. This combines the requirements of the DIN EN ISO 22000:2005 and the ISO/TS 22002-1:2009. It involves a very outstanding point of view on preventive measures for perpetuation of hygienic production environment and defense against identified hazards. In interaction with our existing HACCP concept it guarantees a strong base for the safety of our products. A Self-Monitoring team, which consists of internal experts and employees of the production, takes responsibility for the maintenance of this system.

In the course of the expansion of the product range and the consolidation of existing contracts, a



good manufacturing practice system for feed safety was implemented in parallel with the existing management system for food safety. The entire management system for quality, safety, health and environment was extended to fulfil the requirements of FAMI-QS standard. The initial certification by TÜV Süd was on the 16th of March 2013. The continuous review by the veterinary and hygiene authority (hygiene control and sampling) granted the risk level 7 for Bell Flavors and Fragrances. This means that the processes are clearly structured and the equipment is state of the art. Therefore a comprehensive inspection by the authority is just every 18 months required.

Concrete targets to continually improvement of company performance were defined every year. The fulfillment of these targets is evaluated as part of the management review.

Raymond Heinz, President

Michael Heinz, Vice- President

1. Bell Flavors & Fragrances

1.2 Mission, Vision & Values

Our 2020 Strategy for sustainable and profitable growth



MISSION

What is our mission?

VISION

What drives us forward?

STRATEGY

What makes us successful?

CORE VALUES

Who are we and what do we represent?

Mission

We combine great taste and passion for sensational fragrances.

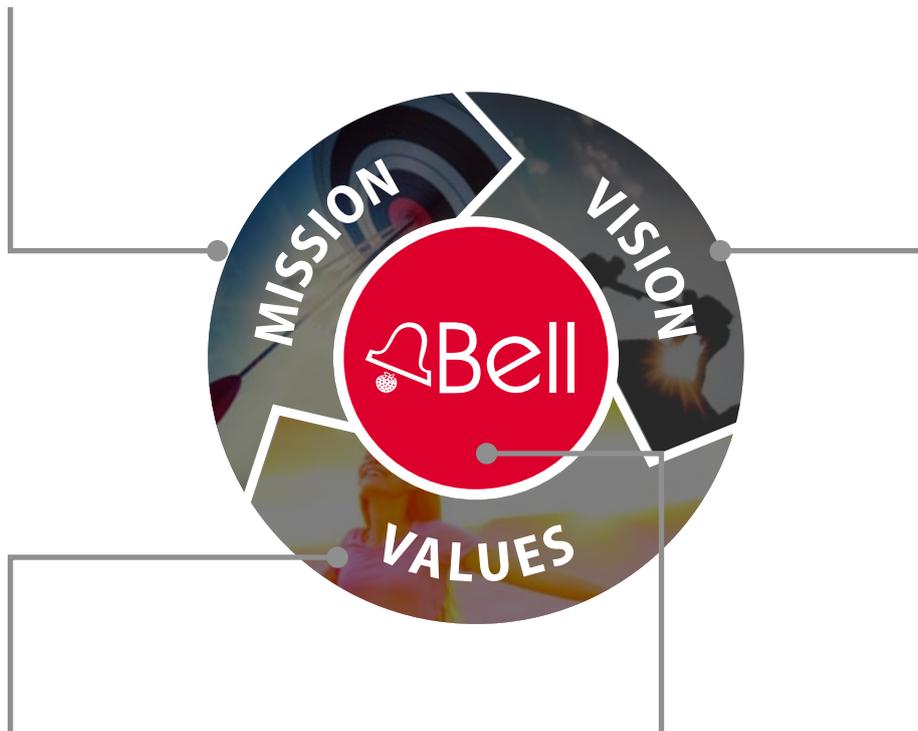
We generate innovative tastes and scents.

We develop winning products with the commitment to diversity by thinking global and acting local.

Vision

We are part of people’s life by supplying great flavours and sensational fragrances to manufacturers of the food- and beverage industries as well as household care and personal care manufacturers.

As a supplier of flavours, fragrances and botanical extracts we are the preferred partner for our customers.



Values

Our values describe the attitude and team spirit we are committed to at Bell:

- Creativity
- Teamwork
- Trust
- Reliability
- Passion
- Sustainability
- Ethics

Strategy

Our corporate activities are based on successful and high-quality products, solid market knowledge and well-educated and motivated employees.

Combined with an excellent service, high flexibility and our global network these are the pillars on the way of reaching our 2020 target.

Values

Creativity

As a company we attach particular importance to the development of innovative and creative solutions. This applies not only to Research & Development, as the heart of our company, but equally to our other departments such as Marketing, Sales, Regulatory Affairs and Production.

We are open to new ideas and fresh momentum and allow these to flow into our concepts, technologies, products and processes. This enables us to identify new trends more rapidly and recognise – and solve – problems at an early stage. Every day, we endeavour to optimise what already exists and promote progress.

We leverage our creativity and innovative strength to develop successful flavourings for foods and beverages and produce outstanding fragrances for personal and home care uses.

Trust

Trust is our greatest asset – it must be continuously established and maintained. We aim to build trust with our employees, managers, partners and customers worldwide. This represents our investment in the future.

We consider independent and responsible conduct to be part of our daily routine. Our employees and departments accept responsibility and delegate it down the line – both internally and externally. Mutual loyalty is standard practice for us. We maintain a policy of making comprehensive information available to our employees and business partners. Our competence in establishing guidelines and our capacity for resolving conflicts strengthen our qualitative and quantitative standards and allow reliable planning.

The confidential handling of data and contractual agreements is equally as important to us as is compliance with agreements with suppliers and business partners. We also attach great significance to fair contractual relationships.

Teamwork

We work closely together in order to achieve our strategic and operational objectives. Interdisciplinary thinking and coordination of our priorities assist us in implementing projects in a cooperative and efficient manner, based on a spirit of partnership.

We facilitate successful collaboration and good teamwork – on-site with our colleagues, partners and customers worldwide – through an active feedback culture and a high degree of mutual respect, on both a cross-functional and cross-hierarchical level. Our objective is to develop a “feeling of togetherness” and grow closer together as an organisation.

Our top priorities are developing and supporting our employees and their talents as well as continuously improving the working environment.

Reliability

Customers and partners alike can rely on us because we keep our promises. Responsibility, reliability, skill and expertise are our hallmarks in our dealings with our customers, employees and partners. Quality is paramount – and we endeavour continuously to meet the quality requirements of our customers in an efficient way so that we can build long-term success and strengthen our reputation as a reliable partner.

We guarantee the safety of our products by fulfilling internal, external and regulatory requirements, performing regular controls and audits as well as risk assessments and profitability checks.

We set the highest standards when it comes to raw materials, processing and finished goods, and we competently manage complex changes and challenging projects – ensuring peace of mind for our business partners through security of supply, reliability and timeliness with all our services.

Passion

Not only do we identify ourselves with our various teams, our jobs, our products, and our daily creative work, but also and above all with our customers. We enjoy our work and are driven by our passion to achieve excellence.

We love what we do and endeavour to be a leading player of the industry – our pioneering, innovative spirit and imagination are the driving forces behind our company.

We keep abreast of market developments and follow changes closely with eyes and ears to be able to spot and leverage opportunities early. We relish change and strive for continuous improvement.

Sustainability

We actively promote environmental awareness and conservation, and sustainable and responsible management of natural resources is therefore vital for us. Which is why we strive continuously to improve our energy solutions, to increase our efficiency and to generate structured and sustainable growth based on long-term objectives.

We fully understand our corporate social responsibility and are committed to high social standards by creating long-term prospects for our employees through a number of professional development and skill advancement options.

Compliance with statutory regulations, standards and agreements is of utmost importance to us. This is something we expect from both our company and our contractors and suppliers. By developing and introducing forward-looking solutions, we contribute to protecting our employees, end customers and the environment.

Ethics

Our daily business is based on important fundamental values as guiding rules of our corporate philosophy. We adhere to current standards and values to ensure that ethical principles and integrity govern all processes within the company and its relations with others.

In our company, we base our conduct and relations on tolerance, equality and an open mind – crucial requirements for respectful and fair interaction with each other.

Helping our employees further to their development is an integral part of our way of working, which is reflected by the duty of care of our senior managers and continuous efforts to improve the working environment.

We are committed to fair competition because we want to both create and preserve value.

1. Bell Flavors & Fragrances

1.3 Company History



The origins of the company now known as Bell Flavors & Fragrances date to the early 19th century in Leipzig. The well-known company Schimmel & Co.

was founded in 1829 and was soon the leading company worldwide in the production of flavours and fragrances – a more than 100 year old success story.

The scientific developments made at Schimmel are the foundation for the technologies still used in the industry today. Work such as „The Encyclopedia of Essential Oils“ published by Doctors Gildemeister and Hoffmann in 1899 and „The Theory of the Extraction and Separation of Essential Oils by way of Distillation“ published by Dr. Carl von Rechenberg in 1923 beca-

me the standards for the production and use of these products. Professor Dr. Otto Wallach was awarded the Nobel Prize in Chemistry in 1910 for his outstanding achievements in the field of terpene chemistry.

Schimmel & Co was expropriated and nationalised on 1 July 1948. From then until it was acquired by Bell Flavors & Fragrances in 1993, the company only produced for the former Warsaw Pact countries. In June 1993, Bell Flavors & Fragrances acquired the VEB (State Owned Enterprise) Chemisches Werk Miltitz in Leipzig from the Treuhandanstalt, the German government trust agency responsible for the disposal of property that had been nationalised in the former German Democratic Republic, and began again to continue its success story as a private company.

1.4 Product Portfolio

Flavours

- Sweets
- Dairy
- Savoury
- Beverages
- Animal Food

Fragrances

- Personal Care
- Household Care
- Fine Fragrances

Ingredient Specialities

- Aroma Chemicals (Ingredients for the manufacturing flavors and perfume oils)
- Sunscreen
- Essential Oils

Botanical Extracts

- Personal Care, Household Care
- Food, Beverages
- Animal Food
- Tobacco Products

1.5 Manufacturing Facilities



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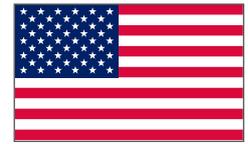
1. Bell Flavors & Fragrances

1.5 Manufacturing Facilities

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1.6 Company Facts and Information

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Tax no.	232/106/01619
Commercial Registry no.	HRB-Nr. 8114
Local Court	Amtsgericht Leipzig
Bank details	Commerzbank AG, Leipzig IBAN: DE27 8608 0000 0188 1164 00 BIC: DRESDEFF860
Insurance no.	MUP 29-000239272
Area	200,000 m ²
Employees, total	280
Employees, QA	15
Managing Director	Raymond Heinz (r.heinz@bell-europe.com) Michael Heinz (m.heinz@bell-europe.com)
Other contacts	Appendix 1
Emergency Contact	Appendix 2
General Terms & Conditions	For information regarding general terms and conditions please visit the following website: http://www.bell-europe.com/en/terms.html

2. Quality Management System

2.1 DIN EN ISO 9001:2008

The company has a certified quality management system. Bell Flavors & Fragrances has introduced a HACCP concept in 2004 which has been certified along the yearly auditing of TÜV.

The production is carried out in accordance with the principles of the good hygiene practice.



You can download our current ISO 9001 certificate under:

www.bell-europe.com/images/downloads/certificates/ISO_9001_en.pdf

You can download our current HACCP certificate under:

www.bell-europe.com/images/downloads/certificates/HACCP_en.pdf

2.2 Food Safety Management

The FSSC certification was completed successfully on 18/08/11 for the food division of the production site. The FSSC is an GFSI recognised food safety standard which comprises compliance with the DIN EN ISO 22000:2005, the ISO/TS 22002-1:2009 and additional requirements.



You can download our current FSSC 22000 certificate under:
www.bell-europe.com/images/downloads/certificates/FSSC-22000_en.pdf

2. Quality Management System

2.3 Animal Feed Safety Management

FAMI-QS is an European quality management standard for Feed Additives and premixtures. The standard demonstrates compliance with the Regulation (EU) 1831/2003 and the HACCP concept.



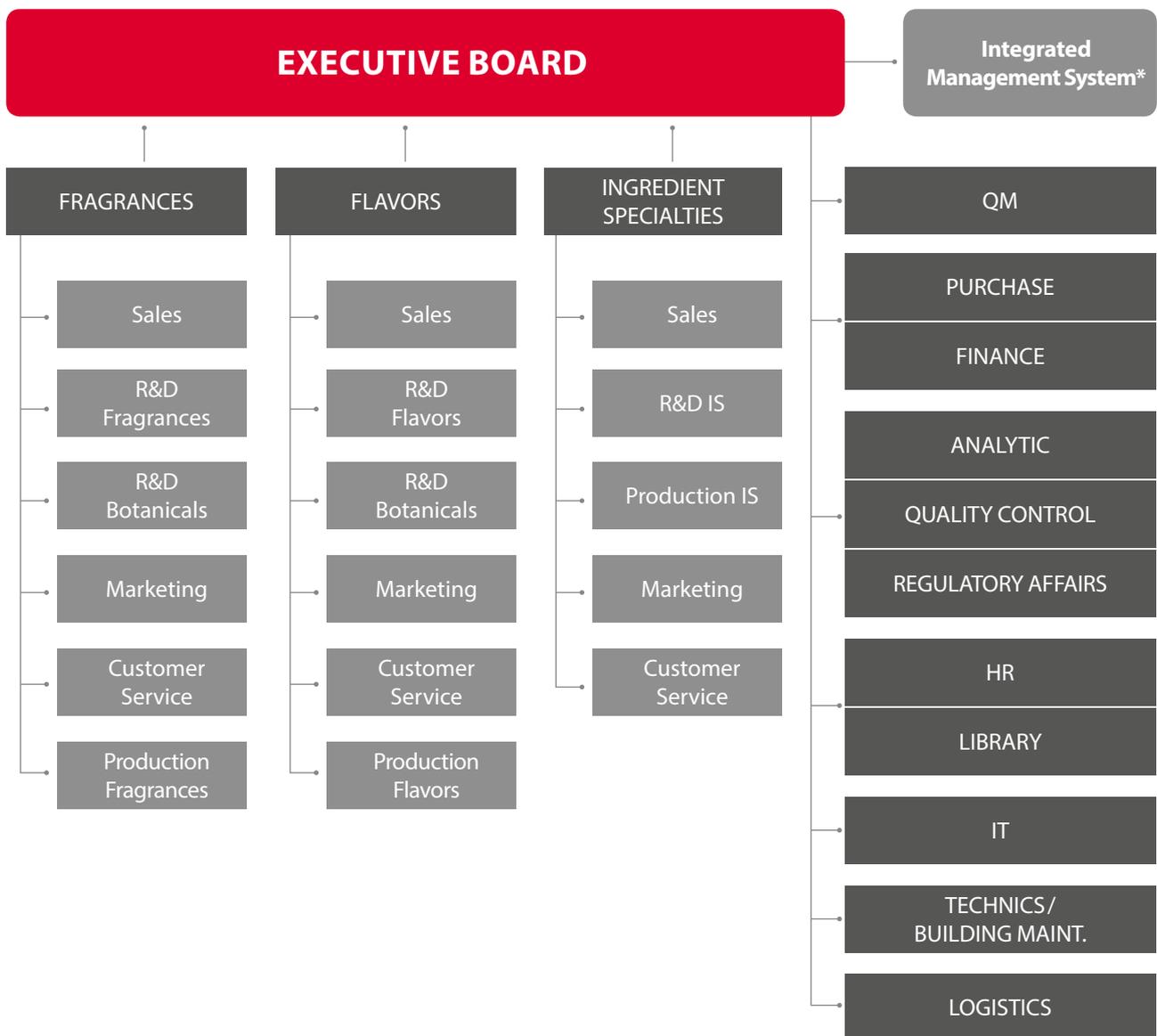
You can download our current FAMI-QS certificate under:

http://www.bell-europe.com/images/downloads/certificates/FAMI-QS_en.pdf

2.4 Corporate Structure

Organizational Chart

Bell Flavors & Fragrances 2017

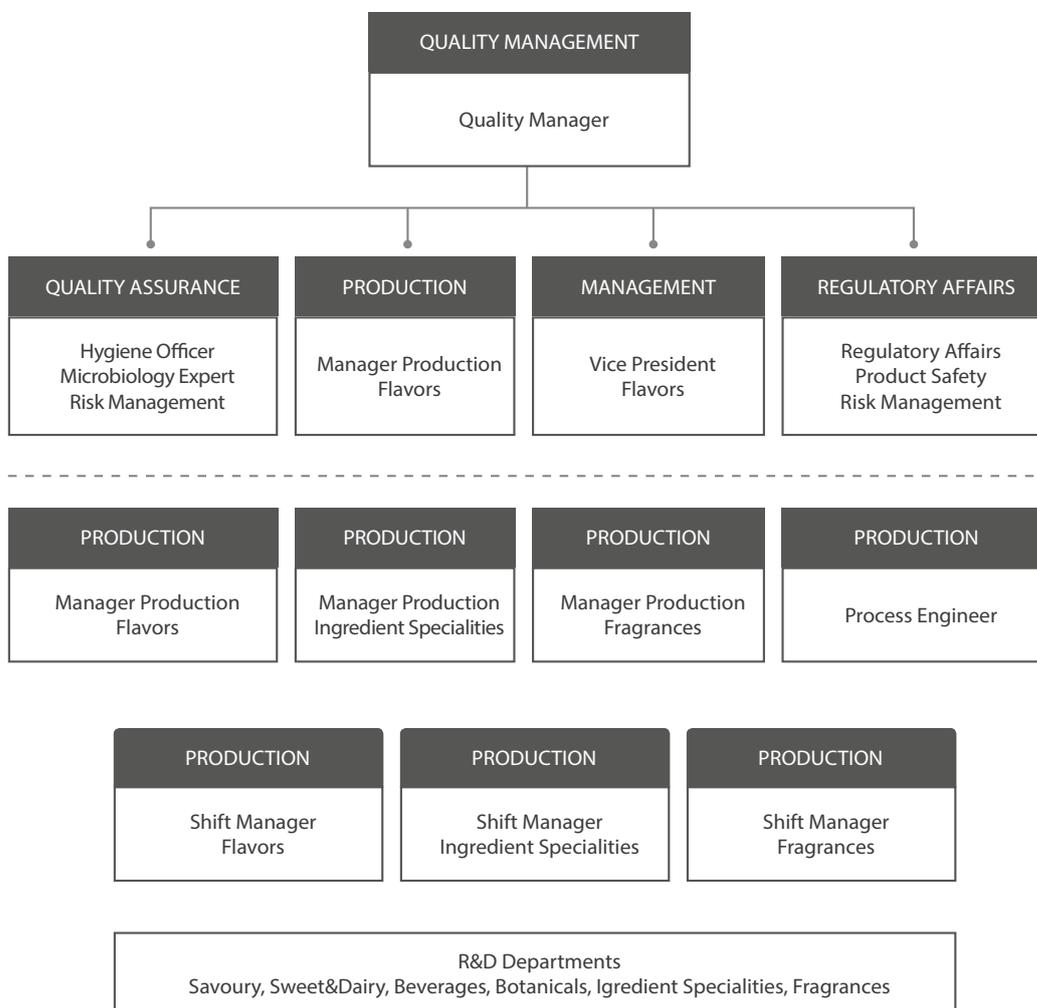


*Quality Management Officer, Environmental Manager, Hygiene, Occupational Health & Safety, Data Protection, Airflight Security, Fire Protection

2. Quality Management System

2.5 Organisation of the Internal Control System

Self-monitoring Team (Food Safety Group/HACCP-Team)



The internal control team assumes duties from the

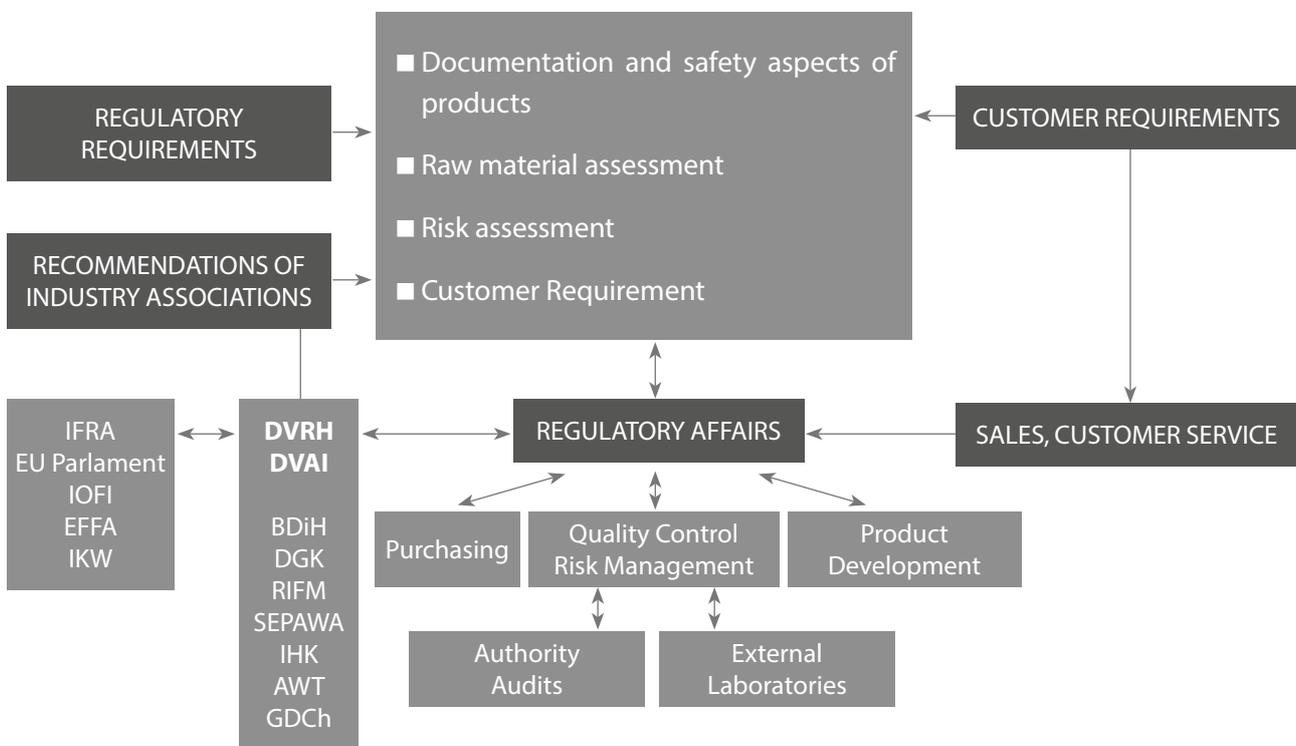
- HACCP-Team
- Food safety group

Task oriented co-opting of the individual area supervisors as well as of additional members to support permanent members with expert advice

2.6 Product Safety - Regulatory Requirements

PRODUCT SAFETY

according legal requirements considering specific customer requests



2. Quality Management System

2.7 Raw Materials Policy/Goods Receiving

Once the received goods have been checked for plausibility by shipping and receiving, the precise quantity is recorded and stock labels for the respective raw material and labels for the QC's test or reference samples are generated.

The shelf life and the supplier lot are noted in the ERP system. Following the inspection in accordance with

the quality control plan, the goods are released and are then available to production planning.

All of the required basic documents are filed and managed in the document management system (DMS).

New established raw materials are subject to a release process that requires specific documentation and quality standards with corresponding approval steps.

2.8 Creation of Batches/Traceability

When received goods are recorded, each raw material is issued a successive, unique and assignable batch number. An adequate reference sample is kept for a minimum of 2 years. The QC inspection of the raw materials is carried out as specified in the ERP system.

The recipes for the final products are filed in the ERP system. The availability of the required raw material is checked automatically when a customer order is entered.

The production order can then be created and the recipe, with the raw material batches specified in the system, can then be scanned into the „Mobile data entry device“ (MDE). Raw materials are consigned by barcode and accounted using the FEFO method. Received goods that are not approved are not available in the system for further processing.

All relevant traceability, including the communication with the supply chain, is defined in respective operating instructions.

To make sure there are no loopholes in the tracking system, a mock recall is carried out at least twice a year. As a rule, test recalls are carried out for both an external and an internal recall.

The external mock recall is always coordinated between Bell's management and the customer's management. The customer determines the reason and the lot that has to be challenged. None of the departments at Bell that is involved is informed!

The internal mock recall (batch tracking procedure) is initiated using the standard B2 complaint form. This ensures that the product in question is not known in the quality control department, the department responsible for the processing, when the internal recall is initiated.

As part of the complaint process, the Regulatory Affairs Department always carries out a product risk assessment in addition to any required laboratory tests.

2.9 Quality Inspection / Inspection Equipment Monitoring

The quality testing, specified in the ERP system, has to be carried out on each batch (raw materials/ final products) corresponding to the methods specified by the European Pharmacopoeia, internal testing methods are validated and could be coordinated with the customer.

All of the test instruments are state-of-the-art. They are recorded in the central test instrument list with the specifications and maintenance deadlines and are managed by QC.

High priority test instruments, such as production scales, are always maintained externally. There is a person in every department who is responsible for the proper maintenance and calibration of the test instruments used in the department. A log book is maintained for every test instrument. Annual training of the responsible persons provided by QC keeps them up-to-date.

All of the areas of responsibility are defined in the applicable operating instruction „Test equipment“ and „Releasing and blocking process“.

2. Quality Management System

2.10 Maintenance and Repair System

Maintenance is planned centrally and is indicated as a task when the deadline is reached and confirmed when completed.

Technical building equipment, systems and system components are maintained and inspected as required by law, by the manufacturer or at intervals appropriate for the condition of the equipment. This applies to, among other things, pressure tanks, lifts, air-conditioning, material handling equipment, fire extinguishers, fire alarms, scales and production facility.

Maintenance and repair may only be carried out by qualified specialists or by specialised service companies.

For repair, an installation protocol is to be prepared and signed. For all relevant equipment, lubricants with approval according H1 are applied.

Regular maintenance guarantees a safe and reliable production process. Service partners are evaluated annually.

2.11 Documentation, Versioning, Archiving

The documentation, version control and archiving processes are backed up by the ERP system and the document management system.

All of the relevant process, customer and product documentation (raw materials and final products) are filed, managed and archived in the document management system.

Review deadlines are filed to Outlook and brought to the attention of the responsible employee by a corresponding notification.

A (workflow) process, which also shows the respective decision maker, tracks the creation and review of documents.

Depending on the state-of-the-art, archiving can be guaranteed for at least 10 years.

2.12 Continuous Improvement Process

2.12.1 QM/HACCP Circle

The interdisciplinary problems of process optimisation (e.g. technological changes or also complaints caused by the system) are deliberated by the QM group, actioned and tested for effectiveness.

Generally, meetings are called by the QMB or by the QC management staff.

In an annual review, the status of the individual projects is also dealt with.

2.12.2 Internal Audits

On the basis of a corresponding annual plan, internal audits are carried out in all process departments in accordance with the quality management instruction „Internal audits“.

Using a questionnaire, audits are carried out by the audit team by reviewing documents and notes and/or in the department; audit reports are prepared and any necessary corrections agreed with the department in question. The audit reports define deadlines and responsibilities in an action plan.

To what degree corrective actions have been completed is reviewed regularly.

2.12.3 Complaints

The quality management instruction „Handling defect products“ defines how complaints are to be handled.

Complaint forms (goods receiving, internal failures and customer complaints) assure clear, consistent procedures.

General management, quality assurance and production management prepare a quarterly assessment to define systematic problems and to initiate appropriate corrections.

In parallel, the QM/ HACCP circle, with the participation of the departments affected by the problem, discusses and initiates the immediate actions to be taken.

A summary assessment of complaints is carried out with the management in the annual review.

In case of a complaint, contact with the customer is always done by the responsible account manager.

2. Quality Management System

2.12.4 Management-Review

In the course of the annual employee conferences, management carries out assessments of the overall business situation for the previous business year.

This includes information on the following key points:

- the business development as an expression of efficiency and performance in the global market,
- realised investments in and renovation of buildings and equipment to secure the material resources necessary to be able to produce the products demanded by the customer,
- the degree to which the entire company and the individual departments achieved their annual objectives,
- the accounting for the corrective and preventive actions taken subsequent to previous external and internal audits, reviews and inspections,
- the employee satisfaction assessment on the basis of the annual employee conferences,
- the customer satisfaction assessment and the customer complaint assessment including the error analysis,
- the accident assessment,
- the evaluation of the degree to which the systems were operated in an environmentally compatible way

Bell's Self Monitoring System comprises:

■ HACCP concept and hazard analysis

■ Microbiology

■ Allergy policy

■ Risk assessment residues / limited quantities

■ Glass, hard plastic and wood policy

■ Pest control

■ GMO policy

■ Foreign body prevention

■ Good hygiene practice concept

■ Product safety

■ Food defense

3. Self Monitoring System

3.1 Allergens

In its HACCP plan, Bell has established and implemented all of the measures necessary for the handling and processing of potentially allergenic materials. The raw material suppliers are asked in questionnaires about the food and contact allergenic properties of their raw materials. The data are filed in the ERP system.

All documents are managed in the document management system.

Personnel regularly receive allergen policy training.

Food allergens:

All of the potentially allergenic raw materials are identified in the recipes. The allergen content for the finished products are calculated and published in the ERP system.

Cross-contamination with potentially allergenic materials is prevented by storing these separately and with validated cleaning processes.

The following food allergens are **not** used in Bell products:

- Peanuts and products thereof
- Molluscs and products thereof
- Crustaceans and products thereof

Contact allergens:

For raw materials with contact allergens, maximum quantities have been established and agreed with the supplier. These values are filed in the ERP system and are tested analytically as a quality feature after the goods have been received. The allergen content for the fragrance mixtures are calculated and published in the inventory control system. Fragrance mixtures are produced in appropriate containers. The cleaning of the containers is validated to prevent a transmission of fragrances from the previous production.

3.2 GMO Policy

Suppliers are asked whether the raw materials used by Bell are produced from or with genetically modified organisms, and their answers are filed in the ERP system. Bell does not process raw materials produced from or with genetically modified organisms.

As part of the supplier selection process, new suppliers are asked how they handle raw materials and how they deal with cross-contamination that might result from the handling of the raw materials. If a supplier cannot entirely eliminate the possibility of cross-contamination according to the legal requirements of the EU regulation 1829/2003 or take appropriate measures to prevent it, it will not be listed as a new supplier for Bell.

3.3 Glass, Hard Plastic and Wood Policy

In the entire company, glass and hard plastic are only used if there are no adequate alternatives for technical equipment (e.g. inspection glass).

A glass list was prepared for each department in which all of the existing equipment made from glass and hard plastic are listed. All of the equipment is checked regularly for possible damage on the basis of this list.

Only disposable and reusable pipettes made of polyethylene and sampling devices made of stainless steel are used in the production departments to take samples.

All of the lighting installed in the critical production departments are equipped with appropriate splinter guards.

What is to be done in the event that glass breaks is defined in corresponding operating instructions and in a corresponding form used to log the action taken. The use of equipment made from wood is prohibited in all of the production departments.

The use of wood pallets in the production departments is controlled over clearly defined hygiene zones.

3.4 Foreign Body Prevention

Control of foreign bodies is ensured under the HACCP concept.

Control is provided for by the monitoring of the critical control points (CCP's) in the production process; it is documented on a standard form and filed in the document management system.

Metal detection is provided directly after production as appropriate for the technology and the package sizes we use (sensitivity: Fe:2.0 mm; stainless steel: 3.0 mm).

Equipment used for screening and filtration are to be selected in accordance with the operating instructions as appropriate for the respective product (grain size, viscosity, amount of visible haulm, and the like).

CCP Sieving/Filtration:

- Standard sieving < 0,5 mm
- Sterile filtration 0,2 µm
- Sieving (powder) < 2 mm
- Sieving (herbs) < 3 mm

3. Self Monitoring System

3.5 Residues/Limited Quantities - Risk Assessment

Every raw material is subjected to a risk assessment. This tests for and assesses contamination by substances that are prohibited by law or limited by maximum quantities. This is carried out by means of a hazard analysis within the framework of the HACCP concept. This determines among other things which information is to be provided by the supplier and which internal testing of the raw materials is to be integrated in the risk matrix.

The limit values of the ingredients for which there are legal maximum quantities are specified and filed in the ERP system. This information is required for every order. Compliance with the specified maximum quantities is checked by goods receiving before raw materials are released.

All of the required documents are managed in the document management system.

The limit values filed in the ERP system are calculated for finished products and indicated in the documentation relevant for the product when the recipe for the composition is compiled. A risk assessment is provided for all finished products in connection with their intended uses.

3.6 Microbiology

When ordering raw materials, a supplier questionnaire specific for each raw material is used to assess the risks they pose.

Checking, using the standard methods specified under § 64 LFGB (German Food and Feed Code), is carried out in the company's microbiology laboratory to determine:

- Total plate count
- Yeasts
- Mould
- Gram negative bacteria

in received goods, intermediate and final products and to check cleaning and disinfection measures.

Raw materials and products, for which microbiological testing is required, are identified in the quality control plan in the ERP system.

All other necessary and legally relevant testing is organised in cooperation with accredited institutes (pathogenic bacteria).

To plan and carry out statistical testing, a risk matrix was prepared on the basis of legal requirements, information from authorities, empirical data, customer demands and Bell's internal risk analysis.

3.7 Cross-Contamination

The large number of products processed and manufactured at Bell makes it impossible to entirely eliminate the risk of cross-contamination between the raw materials and/or the finished products. Various precautions have been taken to reduce the risk and effects of this kind of cross-contamination to a minimum when handling raw materials, finished goods and equipment.

In particular, procedures for the handling of potentially allergenic products were developed to ensure that these products are handled reliably. These procedures cover the storage and use of raw materials, intermediate and finished products as well as the cleaning of vessels used for mixing and other plants and equipment that come into contact with the products.

To assess the effectiveness of cleaning, at regular intervals (at least once a year), liquid and powder production with the critical allergens as marker substances are checked. Testing for these marker substances is carried out on the last rinse water from the respective production plant using ELISA r-biopharm or non reactive enzymatic biopharm (external test).

The results of the assessment are evaluated exclusively by the self monitoring team.

3.8 HACCP

In connection with the ISO 9001 certification, Bell has also been audited since 2004 for compliance with an adequate HACCP system. The concept is based on the Codex Alimentarius principles and is checked at regular intervals. The HACCP policy principles are documented thoroughly in the self monitoring manual.

The self monitoring team has established the following relevant Critical Control Points:

- CCP 1 - filtration / sieving
- CCP 2 - pasteurisation (fruit juice unit)
- CCP 3 - pasteurisation (UP unit)
- CCP 4 - ultra pasteurisation
- CCP 5 - aseptic filtration
- CCP 6 - pasteurisation
- CCP 7 - metal detection
- CCP 8 - sieving (powder)
- CCP 9 - aseptic filling

3. Self Monitoring System

3.9 GHP

3.9.1 Room, Equipment and Production Hygiene

Hygiene zones are defined based on the potential risk the area poses. Different hygiene zones have been defined on the basis of a risk assessment carried out on the areas.

Production areas are cleaned daily by the production staff. Offices, laboratories, social areas and sanitary facilities are cleaned in accordance with the cleaning plan by an outside company.

The processing units are closed stainless steel containers which allow stirring. They also allow heating, cooling, spraying and mixing. The transport containers that are used are made either from stainless steel or from plastic approved for use in the food industry.

The cleaning of the processing plants is indicated on the respective mixing sheet and signed.

3.9.2 Personal Hygiene

A high level of personal hygiene is basic when working with food and cosmetics.

Special personal hygiene requirements are established in fact sheets. This applies to the staff in this department itself as well to company employees who have to enter the department to do their work.

The work clothing specified to be worn in the production areas must be worn. These are changed and cleaned on a weekly base. As recommended by the fragrance industry, the work clothing has pockets that can be closed and is made from a blended cotton material with a high percentage of cotton. The work clothing is provided by an external textile hire service.

A hair net must be worn when entering or working in the production areas in the flavour building. If there is contact with the product or when working in flavour

production areas, disposable gloves, protective goggles and, if necessary, beard protection must be worn.

Hand hygiene is assured. A leaflet draws attention to the hand washing requirement, and personnel receives regular training in hygiene.

The prevention of infectious diseases is provided for with the use of a special form for which training is also regularly provided.

A special visitor information sheet is handed out to visitors, customers, authorities, service providers and vehicle operators when they enter the Bell facilities and when they enter the production areas. This sheet provides the rules of behaviour in Bell's facilities. The guests confirm with their signature that they acknowledge this and that they will comply with the specified rules.

3.10 Water

3.10.1 General

Leipzig's drinking water is used as process water. Because of the many different applications, the demands with regard to quality and stability are very high.

Pharmaceutical standards are achieved with the water treatment technology that is applied. The entire system is designed as a closed circular pipeline with so-called „deadend flushing“. The system is controlled and monitored fully automatically via a process control system.

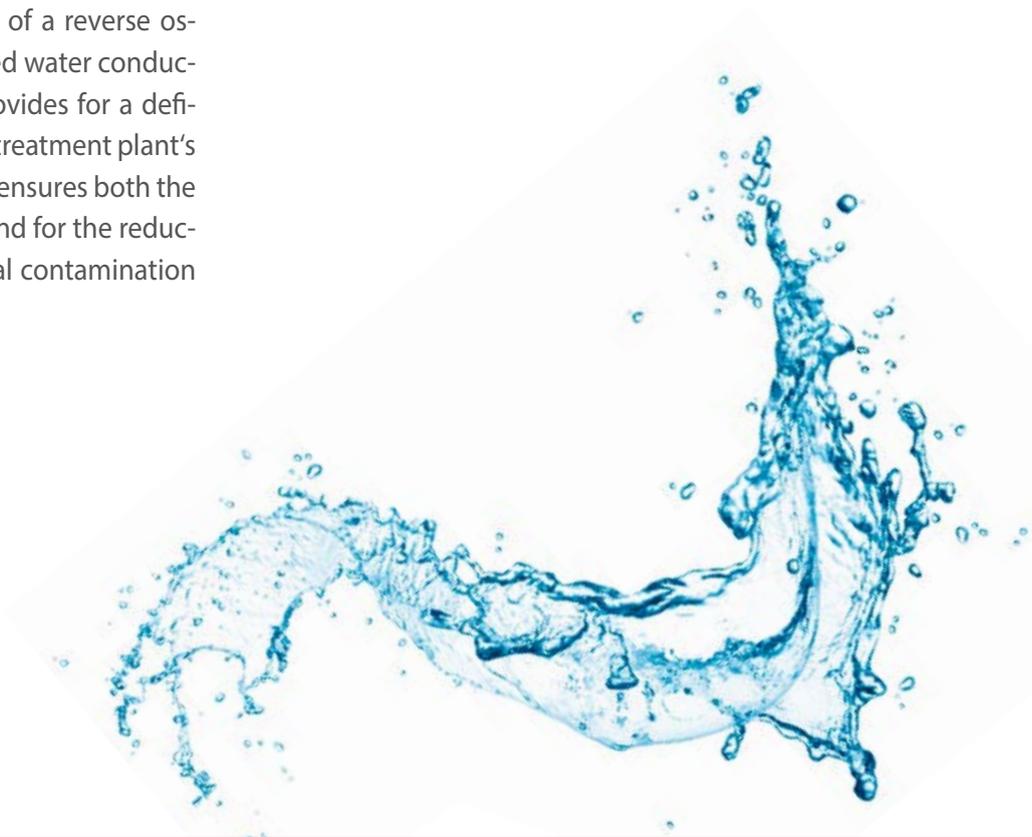
3.10.2 Functional Units

The water treatment unit consists of a reverse osmosis unit that ensures the required water conductivity, an ozone generator that provides for a defined amount of ozone in the water treatment plant's stacked tank and a UV system that ensures both the chemical reduction of the ozone and for the reduction of any residual microbiological contamination in the water system.

3.10.3 Sanitation/Microbiology

To prevent bacteria from forming in the water system, the entire cold water and pipeline system is sanitised with ozone every two weeks. To check for any microbiological contamination, internal samples are taken at defined sampling points once a month.

Once a year, a drinking water sample is also tested by the Health Department and an accredited laboratory is contracted to carry out an inspection in accordance with the Drinking Water Ordinance (Trinkwasserverordnung).



3. Self Monitoring System

3.11 Pest Control

Pest control is provided for the entire plant by the external service provider Rentokil. The QMB or the hygiene representative supervises the system and determines, on short notice, all of the relevant measures to be taken to check the service with the external service staff.

The inspection is done for rodents (rats, mice), storage pests (moths, flour and drugstore beetle), cockroaches and other flying insects. All the control points are coded, affixed and identified in the documents in the system as well as on-site.

The inspection service is provided 12 times a year. At the end of the year, the service provider gene-

rates a report (RSV report) and discusses all of the measures necessary to improve the system with those responsible at Bell. This report is evaluated together with Bell's management, and any long-term measures are established (storage, gate technology, etc.)

Rentokil's digital monitoring system **PESTNET** was introduced at the end of 2010 with barcode control and with an improved ability to statistically analyse infestation.

Completeness or damage to the traps and detectors is also checked within the scope of the hygiene inspections.

4. Environmental Management System

4.1 Exhaust Air

The company operates a system in accordance with the Federal Emission Protection Law (Bundes-Immissionsschutz-Gesetz). The exhaust air parameters are defined in the permissions, are measured at established intervals and form the basis for the reporting required by the law (emission reports). The systems are operated in accordance to permissions.

4.2 Energy

The company is supplied with electrical energy by the public power supply. It operates heated steam generators for the generation of process steam for hot water and heat transfer systems with heating oil. These are maintained as required by the approvals by a contracted maintenance service. Steam is generated using the required feed water quality and with additives permitted by the food laws.

4.3 Waste

Contracted certified waste disposal companies are used for waste disposal. Disposal is organised by waste code numbers and is nearly mono-fractioned. The required verification of disposal forms are used and archived for special waste. The electronic waste verification procedure (eANV) has been introduced.

4.4 Waste Water

The company is supplied with drinking water by the municipal water supply. Following pre-treatment, by equalising and neutralising the daily quantity in a supply tank, the waste water is for the most part discharged into the municipal waste water system.

4.5 Sustainability

Besides the already mentioned measures to protect the environment, Bell committed to the usage of environmentally friendly packaging materials and sustainable raw materials. These requirements already apply during the development of new products and the assessment and release of suppliers.



5. Occupational Health & Safety Management System (OHSMS)

5.1 Organisation

The company has appointed a safety expert and a medical doctor who, on behalf of the management and in cooperation with all of the departments, monitor implementation of and compliance with the statutory and industry specific occupational safety and accident prevention requirements and promote objectives for continuous improvement. They are supported by the regional occupational safety authority and the technical supervision for the responsible Trade Association

Raw Materials and the Chemical Industry. When sources of potential accidents and hazards are recognised during external and internal inspections, their immediate remedy is insisted on and preventive measures suggested to prevent them. The medical examination provided by the company medical doctor is provided as appropriate for the type of work carried out by the employee and in accordance with the ordinance governing medical care in the workplace.

5.2 The Human Aspect of Work Safety

Designing the work to be compatible with human needs is at the focus of the company's occupational safety management system. The laws governing the protection of youth and of mothers are fully observed. All of the staff are informed in the course of their initial training about what to do in the event of a malfunction and in the event of a deviation from normal operations.

Regular work specific instruction also takes place with regard to accident and health hazards to which staff

are exposed in connection with their work and with regard to the equipment and the measures that can be taken with which to prevent them. This also includes the use of personal protective equipment. Planning, implementation and maintenance of social and sanitary facilities is provided in accordance with the guidelines governing these facilities in the workplace.

Work stations, work processes and the work environment are designed in accordance with ergonomic requirements.

5.2 Machine, Product and Operating Safety

Technical equipment is not acquired and work methods and materials are not introduced until they have been checked for safety. The Equipment and Product Safety Act and the Hazardous Materials Ordinance provide the legal framework. Operating systems and technical equipment are inspected before

they are commissioned, if necessary by the authorised technical inspection authority. Recurring inspections are carried out on the basis of the hazard analysis in accordance with the applicable regulations, in particular with the regulations governing health and safety in the workplace.

6. Human Resources / Training Programmes

Overview

Committed and qualified employees are the basis of Bell's success. As an innovative business that operates internationally, we understand it as our responsibility and obligation to encourage and support each and every employee each and every day.

In connection with the annual employee conferences, the tasks associated with the employee's responsibilities and personal success are discussed, goals are set for the period ahead and, on the basis of their competence and skills, future training requirements evaluated and planned. The Bell training plan then finally summarises both the external and the internal training requirements and serves Human Resources as a strategic instrument with which to coordinate the development of competence of all staff at Bell.



7. Ethical and Social Responsibility

Introduction

Ethical and social responsibility is an important element of Bell's corporate philosophy and business activities. The company is aware of its social responsibility towards its employees and has committed itself to

provide for appropriate working conditions. The basis for Bell's ethical and social guidelines is the code of conduct of the Business Social Compliance

Initiative (BSCI). The aim of this international Initiative is to improve the social standards within a global value added chain. For this purpose the code of conduct is based on international conventions such as the Universal Declaration of Human

Rights, the Children's Rights and Business Principles, UN Guiding Principles for Business and Human Rights, OECD Guidelines, UN Global Compact and International Labour Organization (ILO) Conventions and Recommendations.

Therefore we demand the compliance with this code of conduct from our suppliers, too.

Fulfilling the requirements of the ethical and social sustainability is demonstrated by the membership of SEDEX ZC1076745 (Supplier Ethical Data Exchange).

On the basis of the BSCI Code of Conduct principles, Bell commits itself to:

7.1 Prohibition of Child Labour and Protection of Young Workers

Bell strictly prohibits the employment of children under the age of 15 years as well as every kind of exploitation of children and young persons.

Where young workers are employed it is ensured that they do not work at night and are protected against conditions of work which are prejudicial to their health, safety, morals and development.

7.2 Prohibition of Forced Labour and Disciplinary Actions

Bell treats all personnel with dignity and respect. Forced labour is neither used nor encouraged or supported in any shape or form. Work by prisoners that violates human rights is also not conceivable. The use of corporal punishment and psychological or physical coercion and verbal abuse is strictly forbidden.

7.3 Health and Safety in the Workplace

Bell has clear rules and procedures to ensure health and safety in the workplace. In particular, this includes providing and using personal protective equipment, clean toilets and access to drinking water. Management has appointed an employee for this purpose who is responsible for the health and safety of all staff.



7.4 Freedom of Assembly and Collective Bargaining

Every employee has the right to organize themselves in codetermination bodies (employee representation), to conduct collective bargaining with the employer as well as to unionize.

7.5 Prohibition of Discrimination

In all stages of employment at Bell every form of discrimination because of gender, age, religion, race, caste, birth, social background, disability, ethnic or national origin, nationality, membership in a labor organization, political attitude, sexual orientation, family responsibilities, material status or other personal preferences is not conceivable and is strictly prohibited.

7.6 Working Hours

Bell commits itself to respect and comply with the regulations of the German Working Hours Act (ArBZG) as well as to generally accepted industry standards in respect to working time and additional regulations.

7.7 Wages and Salaries

We declare that all wages and salaries paid at Bell comply with or exceed the statutory minimum wage and industry standards.

7.8 Ethical Business Behaviour

Bell prohibits its employees to participate in corrupt, embezzling, extortionate activities and in any form of bribery.

7.9 Data protection

The collection, use and processing of personal information of workers, business partners and customers is done with reasonable care and complies with privacy and information security laws and regulatory requirements.

7.10 Management System

The policy of social responsibility is part of the quality management handbook and therefore subject to regular reviews by the upper management. Corrective actions will be implemented if necessary. Human Resources and the representatives of the management are responsible for the correct implementation and continuous improvement in the implementation of the code of conduct.

8. Appendices

8.1 Other Contacts

Quality Management

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Product Safety / Regulatory Requirements

Department Regulatory Affairs

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Customer Service / Sales

Frau Elvira Haetscher

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Plant Security

Tel.: +49.341.9451.2900

8.2 Emergency Contact

In case of a distribution or emergency involving exposure, leaks or spills, immediately contact one of the numbers listed below, 24 hours, 365 days a year.

Chemtrec Global Services: **+1.703.527.3887**
Chemtrec Germany (Frankfurt): **+49.696.435.08409**

In case of an emergency (reporting obligations / product recall) caused by products originating from Bell Flavors & Fragrances (BFF) please call the following telephone numbers:

During working hours (8:00 – 17:00): **+49.341.9451.0**
Beyond working hours: **+49.175.228.6616**

The responsible team will undertake all necessary steps to assist in avoiding or minimizing any damage which might occur.



Bell Flavors & Fragrances

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Quality Management Profile

