



## NATURAL FACTORS NUTRITIONAL PRODUCTS LTD.

### NATURAL FACTORS – A STEWARD OF YOUR TRUST

#### **What you need to know about raw material sourcing**

For more than 50 years, our customers – throughout North America and beyond – have trusted Natural Factors products. We take the quality, purity and efficacy of our products very seriously. From the growing or sourcing of our raw materials to the finished, packaged goods, we follow a rigorous process that ensures our customers receive only the best products. Our manufacturing facilities, processes and systems conform to all the requirements of Good Manufacturing Practices (GMP) set out by the Canadian government's Natural Health Products Directorate (NHPD). All of our labs follow Good Laboratory Practices (GLP) guidelines. Our products, practices, and quality control meet or exceed NHPD and Canadian Food Inspection Agency (CFIA) regulations.

Because ensuring the quality of raw material is so essential, whenever possible we try to produce our own. We grow a variety of medicinal crops for research as well as production at Factors Farms in the Okanagan Valley of BC. Our organic echinacea is grown from carefully selected seeds, monitored daily and even weeded by hand, ensuring purity right from the ground up. We manufacture our signature ECHINAMIDE® tinctures and extracts in our own facilities, giving us complete quality control.

While we can't produce all of our own raw materials, we always strive for the highest level of vertical integration, bringing as many processes in-house as possible, for maximum quality control. Unlike most competitors, we produce our own softgels, giving us further control over the end product. No other branded manufacturer of nutraceuticals in Canada has this capability.

Natural Factors buys only from known and reputable vendors, and whenever possible we buy directly from the raw material manufacturer. We perform due diligence to ensure the vendor is reputable, reliable, stable, and behaves in a responsible way with respect to their environmental practices and the treatment of their human resources. Our Quality Assurance (QA) department conducts annual audits of our suppliers' facilities to ensure compliance with certifications (such as ISO, HACCP, SA, etc.) and GMP guidelines.

Regardless of where an ingredient is sourced, the onus is on us to ensure that the ingredient meets all of our stringent criteria for quality, purity, and efficacy. Once the raw material arrives at our manufacturing facility, a comprehensive screening takes place to ensure our exacting standards are met. We have an extensive team of scientists, many of whom are recognized experts in their field, whose job it is to do just that. We have fully qualified and competent R&D, Quality Control, Quality Assurance and Product Development groups. Over 50 scientists work in these and other departments to ensure that we produce impeccable products guaranteed to be safe and efficacious. We have an exhaustive VME (Vendor and Material Evaluation) process that leaves nothing to chance. Whether grown on our Factors Farms or sourced from another country, all our raw materials must go through the same rigorous testing program.

As a steward of your trust, Natural Factors is committed to the highest quality control standards, ensuring that our customers receive the best quality and most effective products in the world.



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