

# MANNATECH MEANS HIGH QUALITY

## Depend on Mannatech's Products

Setting the highest standards for every aspect of product quality is a continuing process at Mannatech. When it comes to product assurance and consistency, we are proud to serve as the "gold standard" of our industry.

Five important factors constitute our unique product assurance process - GMPs, Regulatory Compliance, Quality, Evaluation and Safety.

"Mannatech is committed to marketing products of the highest quality and value that meet customer, regulatory and industry standards." - Terry Persinger, President and Interim Chief Executive Officer

## Good Manufacturing Practices (GMPs)

Every company in the U.S. dietary supplement industry is now required to have processes that comply with U.S. dietary supplement GMPs. Companies that fail to implement current GMPs may be charged with violating the law.

GMPs impact all aspects of product realization, development, manufacture, evaluation, storage and distribution. GMPs implemented at Mannatech encompass a wide variety of issues such as consistent process recordkeeping, personnel qualification, sanitation, cleanliness, equipment qualification, process controls and customer complaint handling.

## Manufacturing and evaluation

Everything from raw material acquisition to distribution of the finished dietary supplement is affected by GMPs. One specific GMP requirement is that every dietary supplement company must have its own internal Quality Assurance department independent of production management. This prevents conflict of interest and ensures that whatever efforts (time and resources) are required to guarantee quality will be taken, regardless of other business considerations.

With the implementation and enforcement of GMPs, dietary supplements can no longer be stereotyped as "unregulated" or "inconsistent."

Thanks to our comparatively long experience with GMPs, at Mannatech we can ensure the quality, safety and trustworthy consistency of all our products.

## Evaluation

When you take a dietary supplement, you have the right to expect that you are taking that supplement and its exact ingredients in the specific quantities listed on the container - not something else that has been mislabeled or otherwise misrepresented. Our reliable, science-based analyses have proven to be indispensable in allowing Mannatech to offer this assurance.

## Regulatory compliance

Mannatech's Global Regulatory Affairs group registers products in various countries to help ensure timely product availability to Associates and consumers worldwide.

Because regulations and regulatory requirements vary greatly from country to country, to ensure regional regulatory compliance, our regulatory experts guide the product development efforts for each country. This group is responsible for ensuring that products in any given country are always correctly labeled and that they include only approved ingredients in the correct formulations.

The global regulatory environment for dietary supplements and cosmetics is constantly changing. By vigilantly monitoring worldwide regulatory activities, the Regulatory Compliance group helps ensure that Mannatech provides products that meet regional regulations in specific countries.

## Safety and Quality

### Safety

Product quality and product safety are inseparable. As a pioneering company identified with plant polysaccharide technology since its inception, Mannatech continuously does all it can to earn the trust consumers place in us every time they use a Mannatech product.

Our most important method of ensuring product safety is the strict control we maintain over every product through all phases of each product's life cycle, including ingredient qualification, manufacturing, packaging, distribution and stability.

Our overarching goal is uncompromising and never varies: for every Associate and consumer to feel the highest-level of confidence that each container of any given Mannatech product has the same high-quality ingredients and has been processed consistently to our exacting standards.

### Quality

Consistently meeting or exceeding customer product expectations is among Mannatech's foremost goals. We continually strive to keep up with the latest technological capabilities; at the same time we will not compromise our quality standards. At Mannatech, the term "good enough" means meeting those standards at the 100-percent level.

We have a comprehensive global quality system based on Good Manufacturing Practices (GMPs) established by various regulatory agencies (FDA, TGA, NHPD, etc.). We maintain strict control over every product as it passes through all phases of development, manufacturing, packaging, storage and distribution.

Statistical sampling followed by rigorous inspection and testing is conducted by

Mannatech's Quality group, in partnership with our suppliers. If anything is "out of spec," the whole lot is rejected.

Mannatech's Quality Assurance process encompasses subject matter experts such as microbiologists, chemists, technicians and inspectors, all of whom receive frequent training to update their knowledge. All actions involving products are fully documented. No product is ever shipped without the highest level of assurance that it meets the Quality Standards our Associates and consumers demand.