



CARING FOR THE ENVIRONMENT: Commitment right from the start

When Amway Corporation was founded in 1959 it sold only one product, namely L.O.C. Liquid Organic Cleaner - one of the world's first biodegradable products. This product, which today is named L.O.C. Multi-Purpose Cleaner, laid the foundation for Amway's environmental commitment. The Alticor group of companies, of which Amway is now a part, has continued in this spirit by using biodegradable surfactants in our SA8® laundry detergent and other cleaning products.

- Amway offers unique phosphate-free laundry products
- CFC's (Chlorofluorocarbons, which may cause ozone damage) had been removed from Amway products before it was required by law
- The products are also formulated to meet the most stringent VOC (volatile organic compound) requirements for preventing smog

Who are we?

We are Alticor Incorporated - a global corporation offering, through its subsidiaries and affiliates, products, business opportunities and manufacturing and logistics services in more than 80 countries and territories worldwide. Alticor is the parent company of Amway Corporation. - one of the world's leading direct selling brands - and Access Business Group (ABG) - a business services company specialising in the manufacture and distribution of quality products worldwide for both Alticor and non-Alticor companies.

"Alticor believes that the proper use and management of the world's resources are the responsibilities of industry and individuals. We recognize our responsibility and role in both fostering and promoting sound environmental stewardship."

In line with this mission statement, Alticor remains committed to:

- maintaining compliance with relevant environmental laws, regulations, and all other requirements to which the Corporation subscribes
- preserving the goal of Pollution Prevention
- following sound environmental principles in product development and manufacture
- continually improving its Environmental Management System

Examples of our Commitment to environmental innovation

- DISH DROPS washing-up liquid: a product with super-biodegradable surfactants (100% biodegradable according to test procedure 301B of the Organisation for Economic Co-operation and Development (OECD).
- L.O.C. Multi-Purpose Cleaners; fulfill the requirements for biodegradability as measured by the OECD method.
- SA8 Laundry Concentrate: the packaging is made of 100% re-usable, recyclable cardboard (35% recycled material), and is printed using vegetable oil-based inks. The spoons are made of 100% recycled plastic, from same materials as soft drink bottles.

AMWAY SOUTH AFRICA (PTY) LTD.

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Registration No. 2010/018924/07

www.amway.co.za

Let's look at some frequently-asked questions

What is biodegradability?

Biodegradability – or biodegradation - refers to breakdown of substances by biochemical processes. "Ultimate" biodegradation means that the substance is transformed and reduced to its most simple inorganic components (carbon dioxide, water, minerals, *etc.*). Microorganisms such as bacteria and fungi perform this activity to gain energy or nutrients.

What are the benefits of biodegradability?

Biodegradability ensures that a chemical will not persist indefinitely in the environment. Biodegradation directly reduces the exposure of plants and animals to substances, thereby reducing potential toxicity. Complete biodegradation is a simple way to ensure that a substance will not have an adverse impact on the environment. Biodegradation is an important natural process that returns nutrients into the cycles that sustain life.

Which of our products are biodegradable?

Consumer products are complex mixtures of many ingredients. It is not appropriate to discuss biodegradable "products" because any product may contain ingredients with varying degrees of biodegradability.

Why do biodegradability claims often only address surfactants?

Surfactants are the major ingredients in many cleaning products and are useful in cleaning products partly because they reduce the surface tension of water. This important cleaning characteristic is undesirable in the environment as it causes unsightly foaming in rivers and wastewater treatment plants and also makes it difficult for fish and other animals with gills to breathe. Biodegradation during wastewater treatment removes surfactants from water before they cause problems. In the EU minimum requirements for biodegradability for surfactants is 90%.

If products are biodegradable does it mean that there are no ingredients which are harmful to the environment?

Biodegradability is a factual, measurable characteristic that is important for the environment. It is conceivable that a product could be deemed safe under normal use and foreseeable misuse, but could not be said to be "harmless" under all circumstances. Because we cannot control how products are ultimately used and disposed by end consumers, environmental claims must be factual and general claims of environmental safety should be avoided.

Do biodegradable products lose effectiveness if left diluted for too long?

Concentrated soaps and detergents have their own anti-microbial properties. If necessary, preservatives are added to some products to increase their shelf life. It is conceivable that a highly diluted product could biodegrade over a long period, but this is not generally a problem under typical storage and use conditions.

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How much time is required for SA8 and L.O.C. to biodegrade?

The surfactants in SA8 and LOC are known to be readily biodegradable and will be quickly eliminated in any properly operating sewage treatment plant or septic system. The actual time required will depend upon the local conditions.

The Amway brand - Quality inside and out

The Amway name on a product is a promise to our Amway Business Owners (ABOs) and our clients. A promise that the product is of such high quality that it will guarantee confidence for ABOs to build their businesses and confidence for clients to buy our products again and again.

A leading business opportunity backed by quality products

Because our products are developed and manufactured by the Access Business Group (ABG) we maintain total control of all aspects of our product development process and standards of production. Our quality control turns quality ingredients into quality products for you and your clients.

Here are some of the ways we support the development of well-known product lines such as L.O.C, SA8, Satinique, Body Series, Artistry and Nutrilite:

Multiple inspectors

Products traveling down our production lines are constantly scrutinized by the most demanding inspectors – our employees.

Regulatory compliance

All products developed by ABG for Amway comply with respective international and national regulations governing formulation, packaging, labeling and manufacturing practices. Our Technical/Regulatory department (Tech/Reg) includes environmental considerations as a part of regulatory review process and its' specialists monitor regulatory requirements and are active in environmental committees within trade organizations.

Demanding Formulations

Our products are developed to withstand a minimum of 18 months shelf life whilst living up the 100% Satisfaction Guarantee.

The Quality Assurance Division

Includes more than 150 technical specialists - chemists, microbiologists and quality engineers responsible for verifying that everything developed, purchased and manufactured meets or exceeds expectations. More than 500,000 tests are performed each year to ensure consistent quality.

The Research and Development – R & D Division

Encompasses more than 450 specialists working in 38 laboratories at World Headquarters and 65 labs worldwide. The Division has relationships with more than 75 universities and 240 technical consultants around the world and has published research in over 200 books, journal articles, poster papers, trade associations and industry presentations. The achievements also include numerous awards for product packaging, process innovation, quality and technology.

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Capital Investments

ABG invests a significant amount of capital to maintain and improve production and distribution facilities around the world.

A Corporation with State-of-the-Art facilities

A city unto itself, Alticor Headquarters in Ada, Michigan, span an area of 445.000 square meters with more than 80 buildings extending to over 1,5 km in length.

Did you know that we:

- * currently hold more than 500 patents internationally, with about 280 pending
- * employ more than 450 R&D professionals and support staff
- * are one of the largest manufacturers of branded vitamin and mineral supplements in tablet and capsule form and were the first to produce a multivitamin
- * develop in-house more than 90% of all AMWAY™ branded products through a dedicated staff of scientists and science professionals
- * are one of the few companies in the world that sells cosmetics produced in its own facilities
- * annually perform more than 400.000 quality control tests on Amway products before they are offered for sale
- * produce through ABG
 - over 14 million tubes of Glister Toothpaste each year.
 - an average of 12 million corrugated cartons, 118 million pressure sensitive labels, 82 million products cartons and 1.8 billion pages of literature annually.
 - on average 40 million bottles of liquid products annually.
 - more than 31 million units of liquid bottles and pressurised containers.

Reducing Waste at World headquarters

We recycle, reuse and recover plastic, paper and other waste materials. In fact, we recycle up to 95% of recyclable materials from waste produced at World Headquarters.

We actively participate in government sponsored, voluntary programs to reduce waste from manufacturing and operations. In 1992, we received the Michigan Recycler of the Year Award for our corporate recycling policy and for our recycling centre at World Head Quarters.

In addition to our internal dedication to recycling, Alticor has received a large number of international rewards for environmental stewardship including the United Nations Environmental Award in 1989. For further information on these rewards please see the Amway Business Manual.

Organic pride

Most of the plants used in the manufacture of Amway's NUTRILITE vitamin and mineral supplements come from Nutrilite certified organic farms in Lakeview, California as well as from other organic farms in the U.S., Brazil and Mexico. These foodstuffs are cultivated without the use of artificial synthetic chemical fertilisers or pesticides. Our facility at Buena Park, California, is a licensed pharmaceutical manufacturer using Good Manufacturing Practices (GMP) for manufacturing food supplements under a more stringent standard than required by law.

Statistical Process Control (SPC) is used to ensure consistent manufacturing results and to allow tracing of every ingredient to the very field in which it was grown. Thousands of quality assurance tests are performed annually to check our raw materials for purity and potency before they are used in Nutrilite products.

Because the plants we grow are destined for human consumption, no chemical pesticides or herbicides are used. Instead, advanced biological and technical procedures are used to control weeds and pests. In fact, we pioneered biological pest control, using fungi and viruses which are harmless to plants and humans, to combat pests. We also enlist the aid of helpful insects, such as ladybirds and praying mantises, in the fight against harmful insect infestation.

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