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FLORATECH CHANGE NOTIFICATION PROCESS

NOTIFYING CUSTOMERS OF CHANGES TO FLORATECH PRODUCTS AND PROCESSES

Floratech's quality management system ensures that significant changes to Floratech products and processes are communicated to our distributors and customers.

DEFINITIONS

Notification Level Changes:

- Changes that effect **products** (such as product names, product codes, raw materials)
- Significant **product production** changes (process, production site, packaging materials).
- Content changes in **documentation** (such as product specifications, certificates of analysis, material safety data sheets, test methods and/or company name and address). Non-technical changes to documentation, such as formatting, may be updated without notification.

Weekly Distributor Communication: Weekly communication that goes out to all Floratech distributors via email notifying them of any notification level changes and/or upcoming events, product launches or revised/new formulas and Floratech news.

FLORATECH RESPONSIBILITY

- It is the responsibility of the Floratech quality department to review all changes to Floratech products and processes and identify the Notification Level Changes.
- The Floratech sales department and/or quality department is responsible for notifying direct customers of the changes. In general, the sales department will handle new product or product line announcements and the quality department will handle changes related to product quality, specifications and safety.
- The Marketing Communication Coordinator (MCC) will notify distributors of changes through the Weekly Distributor Communication.

DISTRIBUTOR RESPONSIBILITY

- All Floratech distributors will be notified of notification level changes on a weekly basis in the Weekly Distributor Communication.
- It is the responsibility of each distributor to read the Weekly Distributor Communication, in order to determine which information is pertinent to communicate to their customers, based on the customer's requirements and compliance.
- It is the responsibility of each distributor to communicate these changes to their customers in the manner they deem the most appropriate.