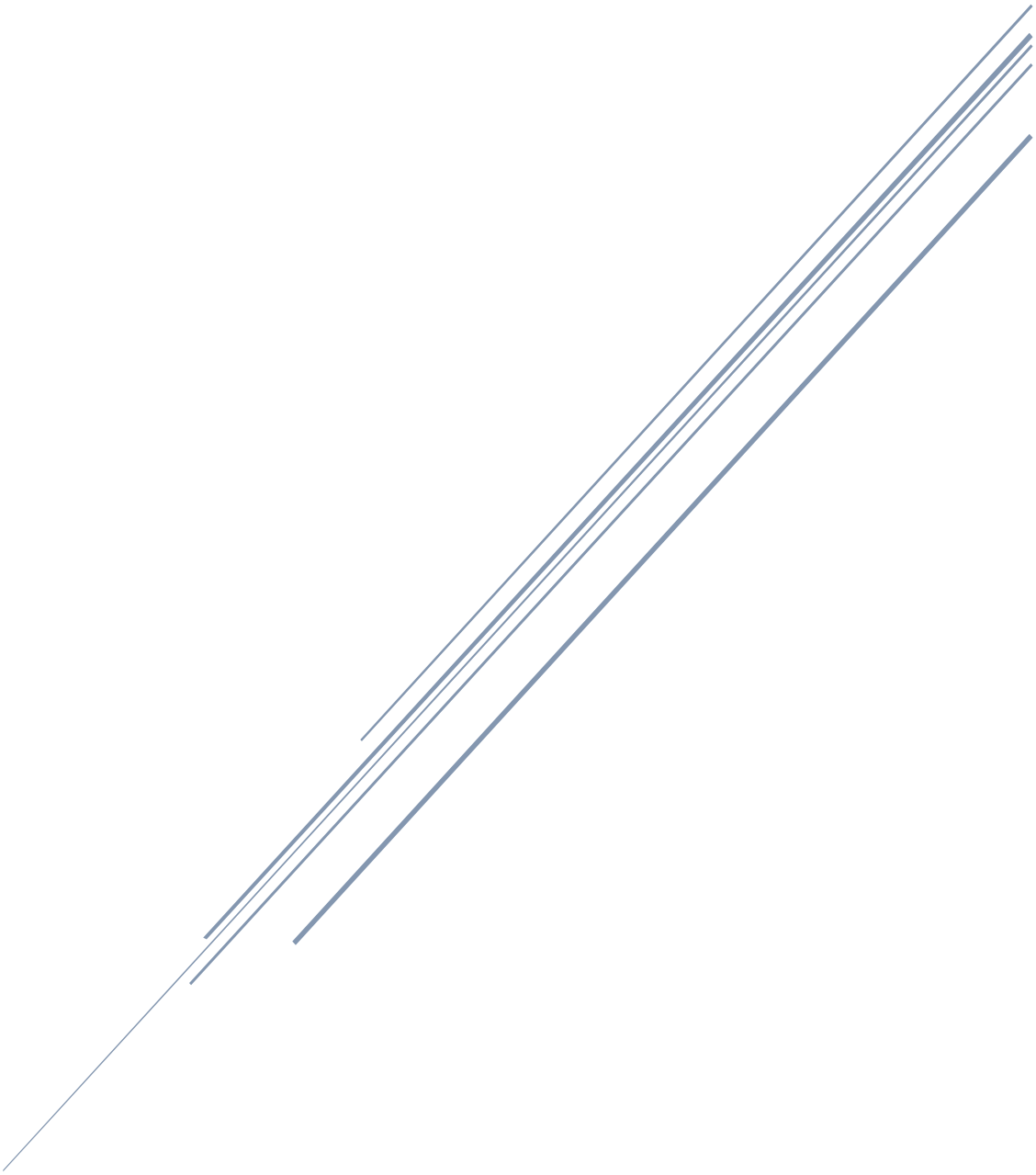
QA BROCHURE

Version July 2026



Buteressence B.V.
Zaandam

Buteressence
Connects flavours and food

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Buteressence
Connects flavours and food

WELCOME

Buteressence is a flavour house which develops, produces and sells flavours for the food industry. Our facilities features a sophisticated laboratory, state of the art production, global purchasing, international sales and QA/QC department.

Our company was founded more than 150 years ago. Our main objective is to deliver customization not only in flavour development but also in service and customer support.
We adapt to your specific requirements and want to offer our creative support in the design and development phase to anticipate to deliver the most suitable flavour for your product. Besides that we just want to be easy to do business with.

It is our pleasure to offer you this quality brochure where you will find answers to most questions about our business process. We would also like to invite you to visit our website www.buteressence.com

If you have any questions that remain unanswered after reading this document then please contact us by email or phone.

Buteressence B.V.

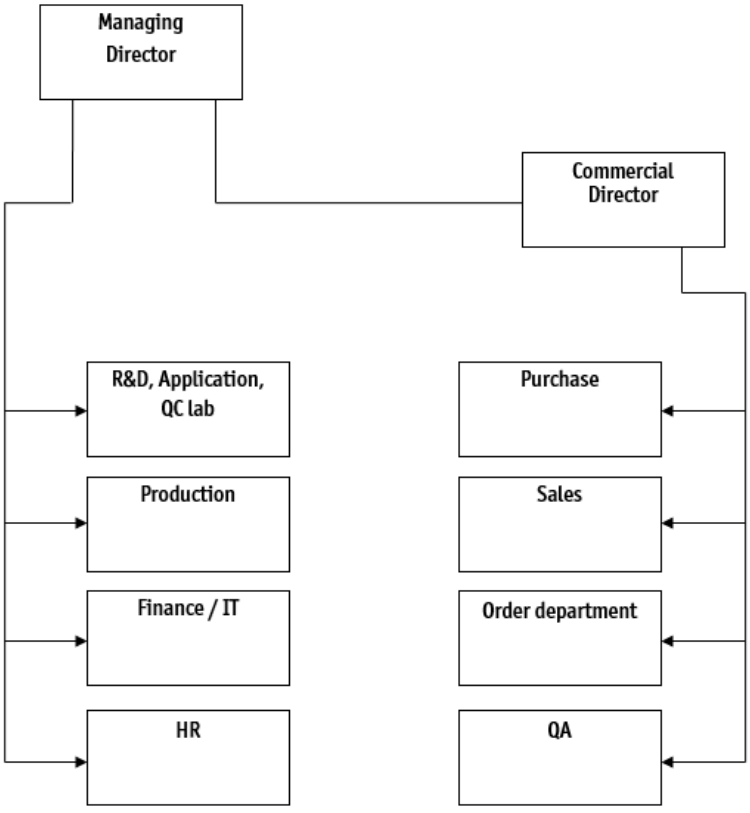
Buteressence
Connects flavours and food

GENERAL DATA AND CONTACT INFORMATION

Address	Rechte Tocht 1, 1507 BZ, Zaandam, The Nederlands
Phone number	+31 (0)75 631 44 11
General email	info@buteressence.com
Email sales	sales@buteressence.com
Website	www.buteressence.com
Chamber of Commerce number	35019238
VAT number	NL008662083B01
IBAN	NL18ABNA0544211170
BIC/SWIFT code	ABNANL2A
Year of founding	1870
Number of employees	40
Ground surface of the building	2156 m²
Construction year	1997

In case of emergency you can call us 24/7 on our general phone number +31 75 631 44 11.
During working hours one of our employees will help you. After office hours a call centre takes over.

ORGANIZATIONAL CHART



1. OVERVIEW OF CERTIFICATIONS

Certificate	Certified since	Certified by	Valid until
FSSC 22000	10-2013	SGS	16-09-2028
Halal	2005	Halal correct	31-12-2026
RSPO	09-2013	Control Union Cert.	08-09-2028
Kosher	05-2019	Chief Rabbinate of Holland	15-08-2026

Certificates can be downloaded from our website via
https://www.buteressence.com/en/our-company/quality/

2. PRODUCTS, PACKING AND LABELLING

2.1 Product range

We have a wide range of sweet and savoury flavours which are available as liquid or powder.
The legal declaration complies with Regulation (EG) No. 1334/2008 and our flavours are generally allergen free and in compliance with other consumer declarations.

2.2 Product information

Every sample that we send you, will also include a price quote and product-, allergen-, and safety data sheet. Product information of regularly supplied products can be consulted and downloaded with a customer login from our website 24/7. A login code can be requested from our sales department.

2.3 Packing of our products

Our products are packed in HDPE containers, aluminum flasks, carton boxes lined with LDPE bag, plastic- or steel barrels or IBC containers.

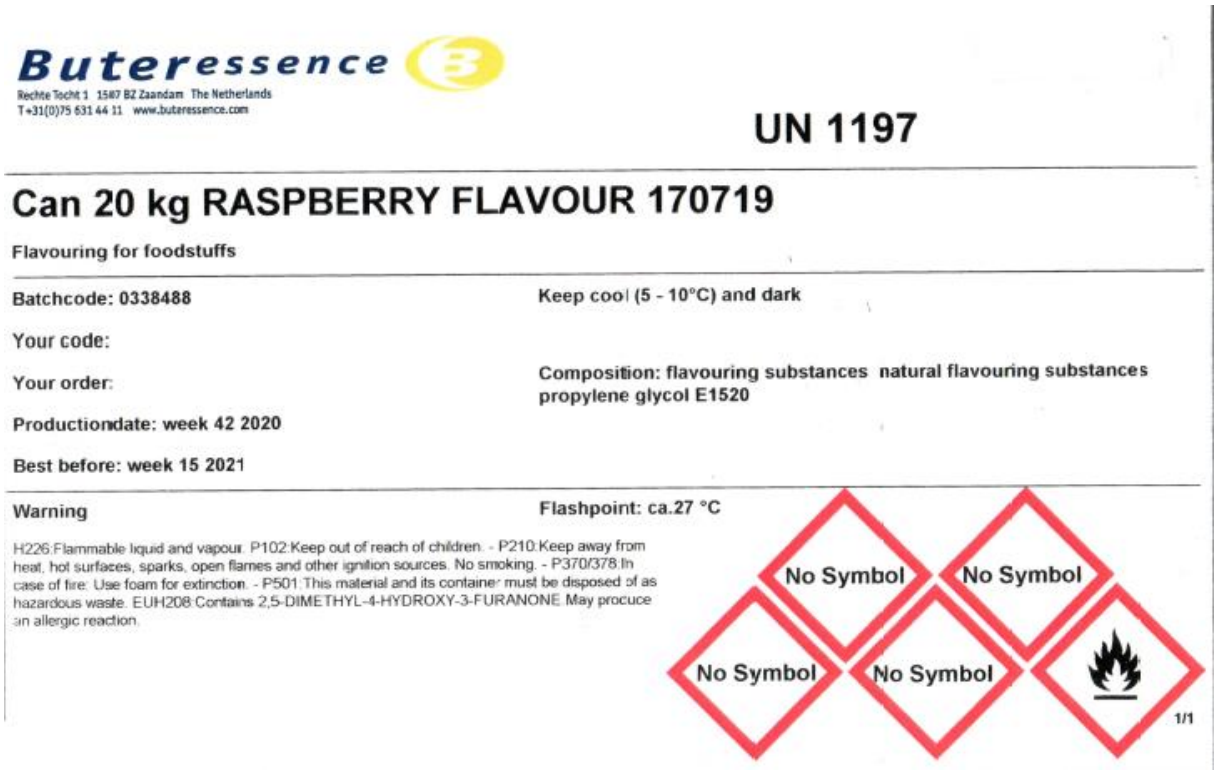
Various requirements and regulations are guiding Buteressence' policy on packaging materials. Next to transport regulations and – guidelines these are related to product stability requirements, ease of handling in manufacturing and safeguarding product integrity as defined in Food Defense (e.g. tamper proof seals).

Buteressence keeps statements from our packaging suppliers on file; declaration of compliance, results of migration tests and various statements that our packaging materials are suitable for food and comply with Regulation (EC) 1935/2004 and in case of plastic materials, Commission Regulation (EU) 10/2011.

Buteressence aims to deliver products of the highest quality to its customers. Selecting the right packaging material and – type forms an integral part of that.

2.4 Product labelling

All products are supplied with a proper label containing all the necessary information required by law. See example below.



3. PURCHASE AND SUPPLIER ASSESSMENT

Purchase of raw materials can only take place at approved supplier / raw material combinations. The assessment of these approved options takes place twice a year and is being carried out by a multi-disciplinary team consisting of purchase, quality control department and QA. In case a supplier is unable to supply a specific raw material against the required quality parameters, this is documented in a non-approved supplier / raw material overview and the option of such a purchase is blocked within our ERP system.

QA determines whether a supplier is allowed to deliver raw materials to our company. For this we use supplier questionnaires and the assessment of these follows our work instruction "W 3.2 assessment and selection of suppliers". Because of the specific nature of raw materials used in our industry, we depend on a highly specialized supplier base. As a company we aim to build long-term relationships with our suppliers.

Defining the quality requirements and specifications for each raw material is the responsibility of our quality control department.

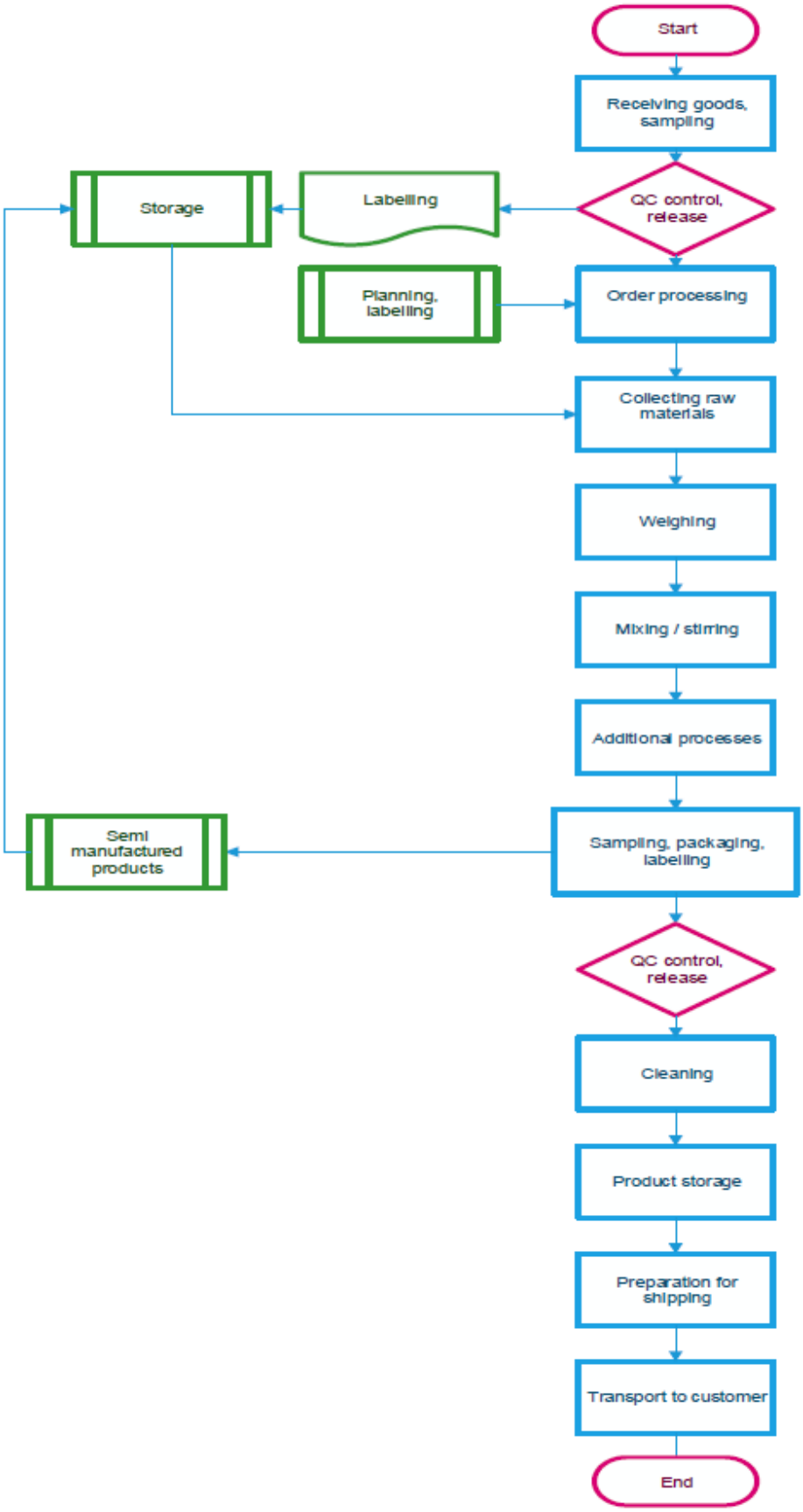
4. RAW MATERIAL- AND PRODUCT CONTROL

All raw materials and products are being checked and released against pre-determined and specific quality criteria including the Best Before Date. We keep retention samples for at least 1 year for all raw materials and from orders supplied to our customers.

Next to a number of administrative checks we perform organoleptic and analytical tests. For this our laboratory is equipped with analytical instruments like GC-FID and GC-MS. The evaluation of the organoleptic and sensorial aspects of raw materials and finished products is being done by trained and qualified personnel. The results of these evaluations are being documented in our ERP system and form the basis for the release for shipment and subsequent use by our customers.

5. FOOD SAFETY (HACCP)

5.1 General process flow chart (see next page).


Start
Receiving goods, sampling
QC control, release
Labelling
Storage
Planning, labelling
Order processing
Collecting raw materials
Weighing
Mixing / stirring
Additional processes
Sampling, packaging, labelling
Semi manufactured products
QC control, release
Cleaning
Product storage
Preparation for shipping
Transport to customer
End

5.2 CCP/OPRP table
No CCP's emerged from the risk assessment on our processes, only one OPRP; sieving. All other hazards/risks are controlled by an extensive set of basic conditions that are laid down in the "Pre Requisite Program" (PRP)

OPRP number	action limit for OPRP or critical limit for CCP	monitoring method and registration	monitoring frequency	responsible for monitoring en registration	corrective action	responsible for corrective action	verification method and frequency	responsible for verification
OPRP 01	broken sieve (loose edge / broken grid)	visual control / registration by signing the recipe after production	before and after use	production employee	1) report to production manager 2) blockage of broken sieve (register in F 2.11.1) 3) sieve the product again	production employee	management review / annual	QA

5.3 Contamination control of processes

5.3.1 Chemical
Our definition of chemical contamination is; contamination of flavourings with cleaning agents, lubricants and (own) raw materials that are foreign to the product .
- Cleaning agents: we only use food grade cleaning agents with a fixed dose (dosage via a dosing device). Annual verification of the correct operation of the device reduces the risk of a too high soap dosage. Further reduction of the risk is rinsing thoroughly after cleaning.
- Lubricants: we keep an overview of the used lubricants which are all suitable for use in the food industry. During maintenance of equipment that comes into contact with product, technicians must register the lubricants used.
- Own raw materials foreign to the product: contamination of the flavouring with raw materials which are not part of the recipe. The release procedure is aimed at detecting deviations in composition before we send the flavouring to our customer.

5.3.2 Physical
Various measures have been taken against the presence of foreign components, including: work instructions, visitor rules, cleaning procedures and packaging instructions.
Prior to delivery our products are checked regarding the absence of physical contamination. During filling in the final packaging, the product is sieved through a sieve of 1 or 2 mm, depending on the type of product.

5.3.3 Microbiological
The composition and properties of our liquid flavours prohibit growth of micro-organisms. This can be contributed to the presence of organic acids, esters, alcohol or propylene glycol in our flavours. Or the absence of water in pure essential oils or the very low water activity (Aw) in our powder flavourings.
Via the work instruction "Microbiological control" the products are classified according to their risk. The randomly chosen samples are analysed by an accredited laboratory.
The results are far below the microbiological specifications mentioned in the product information sheets. If internal standards are exceeded, we let the external laboratory perform tests on pathogens.

5.3.4 Allergens
Buteressence aims to avoid the use of raw materials and flavour substances containing allergens as much as possible. In case raw materials are listed as containing allergens, these properties are listed in our ERP system. When used in compounded flavours, the allergen is automatically declared as 'present' on our allergen statement.

Our quality control protocols are designed in such a way that we have multiple checks whether the right raw materials have been used in the actual compounding.

Next to this we have performed a thorough assessment on the risk of cross contamination with undesired allergens with the well-known 'VITAL®' system. The absence of allergens in our finished products through cross contamination is being guaranteed as part of our PRP (Prerequisites Program), which includes our cleaning procedures.

Because of flexibility, Buteressence has not installed static production lines, but works with mobile mixing vessels of various dimensions. These are vigorously cleaned in between separate production batches and dried before further use. This has been taken into account in the above mentioned risk assessment and we could exclude potential cross contamination when using such mobile mixing vessels.

Buteressence does not perform any allergen fast testing ourselves, as the raw materials we have marked as containing allergens normally do not contain any proteins (for example mustard oil). Such tests are predominantly based on detecting the presence of proteins and protein fractions.

5.4 Pest control
Pest control is outsourced to an external company (Anticimex). Each month rodents (non tox) and crawling insects are monitored and additionally each quarter also flying insects are counted. The results are then reported to our quality department. The results can also be monitored by us on-line and when required analyzed closer (trend analyses) on the website of Anticimex with a dedicated login.
To prevent pests from entering our facilities we have communicated a set of rules in instruction "W3.4 Company rules".

5.5 Glass/hard plastic policy
Our quality department has a complete list of all the parts that are made of glass or hard plastic. Every quarter all these parts are checked and the current state is reported. The quality department evaluates if the current state is undamaged or if there is any damage that may be a reason to reject the part or if its use can be continued (in case of very low risk of product contamination).
The glass flasks used in production, for internal storage of raw materials because of their excellent chemical resistance, are not a part of this quarterly evaluation. The reason for this is that our production personnel has been instructed to check these flasks for possible damage before every use. Glass breakage will be registered and dealt with in our glass breakage procedure.

5.6 Cleaning
Cleaning can be subdivided into "production related cleaning" and "other".
"Other cleaning" can be defined as cleaning of offices, labs, canteen, toilets and changing rooms. This cleaning is outsourced to an external cleaning company who performs the cleaning three times a week following a fixed schedule.
For the cleaning of the production there is a procedure "P 2.21 Cleaning" which contains detailed cleaning instructions and registration forms. These cleaning activities are performed by our production personnel. After every produced batch, the production equipment is cleaned wet and before every next batch there is a visual inspection of the equipment. Validation of good cleaning practices is done monthly by taking swabs and Petrifilm.
The cleaning agents that are used are suitable for use in the food industry. Product- and safety data sheets of the products are available.
To maintain correct dosing special dosing equipment is used, which is checked yearly for its proper functioning.

5.7 Personal hygiene
In instruction "W 3.4 Company rules" there are guidelines to communicate our expectations for personal hygiene. Subjects covered in these instructions are among others; wearing of jewellery, eating and drinking in production areas, working clothes (and separate "canteen-coats") hand hygiene and what to do in case of a cold.

5.8 Contamination control of raw materials
All more than 700 purchased raw materials are included in the hazard identification and risk analysis. In general we state that we do not use raw materials in our flavourings which causes relevant risks. The combination of low dosage of commercial flavourings in food and the low levels of possible chemical contamination in these flavourings is the basis for this.

The chemical contaminants we assessed are:
- Pesticides residues according to Regulation No. 396/2005
- Possible relevant contaminants according to Regulation No. 2023/915
- Biologically active principles (BAP's) according to Regulation No. 1334/2008

Besides this, the raw materials comply with:
- The purity requirements of flavouring substances as mentioned in Implementing Regulation No. 872/2012
- The purity requirements of additives as mentioned in Regulation No. 231/2012

The RASFF (Rapid Alert System for Food and Feed) reports are checked on a weekly basis. This gives us insight into the possible problems that can arise with regard to food safety and our type of raw materials. Our raw materials as such, have never been involved in observed exceedances of legal limits because quite a few process steps are required to produce them. When we see a possible link to our raw materials, we inquire with our suppliers.

6. TRACEABILITY

All raw materials, intermediates and finished products are always identified in our system with a label mentioning article reference number and batch number. The batch numbers are sequentially and automatically generated by our ERP system and consists of 7 digits, first one being a reference to the year in which the product is produced.
Our product name, article reference number and batch number form an unique combination through which we are able to perform tracking and tracing in our ERP system back to the supplier of raw materials (1 step back) and the customer (1 step forward).
The annual recall test shows that the traceability of products and raw materials can be extracted from the ERP system very quickly. Very quickly means well within the legally required 4 hours.

7. MAINTENANCE AND CALIBRATION

Buteressence operates from a free-standing building, with access to the terrain controlled by a fence that closes after working hours. The building itself is a two story building and can only be accessed after permission to enter. Situated on the ground floor are the offices, canteen, dressing rooms and the production facilities with incoming and outgoing goods departments. On the first floor all laboratories are based as well as the storage of packaging materials for production. The design of the building took into account all relevant GMP requirements for the food industry, as well as from environmental and health and safety legislation.

Maintenance schedules are in place for the building itself (inside and outside) and all equipment used at offices, production and laboratories. These include maintenance frequency and the company responsible for carrying out the maintenance work. Once the maintenance and, where relevant, repairs have being carried out, this is documented in the individual log books.
Calibration applies to the weighing equipment used in our production process. All other measuring equipment as used in our laboratories, are checked internally for proper functioning. The required frequency is documented in the maintenance list and log books and is specific for each device.

Weighing equipment that needs to be calibrated or inspected are placed and controlled on the calibration list. The qualification of the calibration service provider is against their accreditation and the standards they follow. QA assesses each calibration report that is obtained from this service provider after calibration or inspection.

8. COMPLAINTS AND RECALL

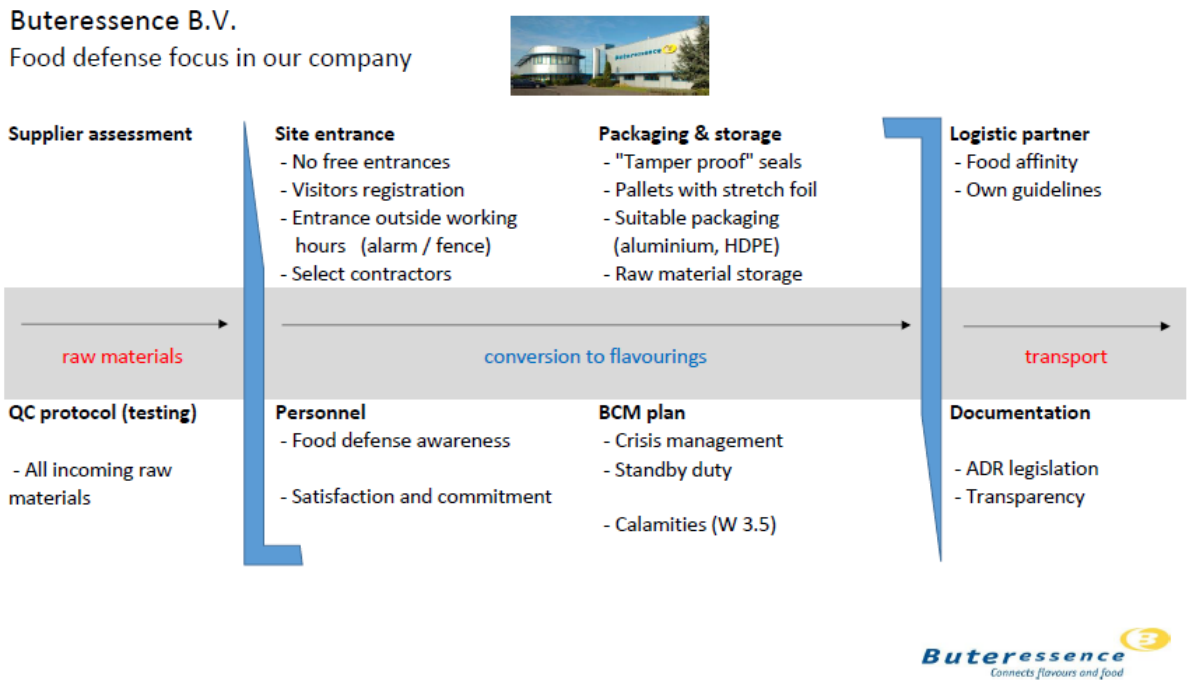
Supply of an order is based on an agreement between Buteressence and a customer on price, quality, delivery time and other relevant terms and conditions of sales. In case the actual supply is not to the agreement of the customer, we have a complaints procedure in place which is the responsibility and coordinated by the head of sales. After a first investigation we inform the customer within 1 working day on how we will address the complaint. It is our aim to support our customers in the most optimal way. All complaints are being registered and periodically reviewed by the sales, quality departments and the management team. The procedure itself is defined in “P 2.15 Complaints”. In case a customer complaint is justified and a potential food safety risk may occur, our “P 2.24 Recall” procedure immediately comes into action. This procedure is tested annually.

9. INTERNAL AUDITS AND MANAGEMENT REVIEW

Internal audits take place annually and are conducted by qualified auditors. All elements of our quality management system are being reviewed. Potential non-conformities and areas of improvement are being followed up via the procedure 'P 2.14 Measures for improvement". By doing this, we keep our quality management systems up to date as well as user friendly.
A management review is conducted annually, reported and discussed in the management team for potential input in policies and strategy.

10. FOOD DEFENSE

A risk analysis has been carried out to map out the dangers regarding to food defense.
The complete and extensive analysis has been converted into a clear summary as shown below.



11. FOOD FRAUD

Buteressence is FSSC 22000 certified and within its scope we therefore have performed a risk analysis of our raw material portfolio on vulnerability for food fraud.

All our raw materials and flavouring substances are classified in so-called ingredient groups. These groups are related to the groups used in the RASFF database (Rapid Alert system for Food and Feed). We used these ingredient groups as the basis for the additional risk analysis on food fraud. Our quality department updates this analysis on a monthly basis.

For each ingredient group we check if it is involved in alerts regarding composition or fraud, using the RASFF database (Rapid Alert System for Food and Feed). In that case, we investigate if there is an implication for the specific raw materials and flavouring substances Buteressence is using in compounded flavours. This because flavouring substances are often derivatives and not mentioned as such in the RASSF alerts. In the risk analysis we state whether the specific alert is relevant and has an impact on the specific raw materials and flavour substances we use.

Food fraud is often motivated by "economic gain" and because of this we look in particular to flavouring substances with high purchase value to assess their specific vulnerability for food fraud.

It is our purchase policy to establish long-lasting relationships with our suppliers. This creates additional reliability because such relationships are often more transparent with more information shared. Our risk analysis includes the length of current supply relationships and attention is paid to suppliers supplying Buteressence only for a short period of time (< 5 years). We have complete product information on file on all raw materials and flavour substances and where applicable we receive a certificate of analysis on composition for each batch delivered to us.

Historically, the flavour industry and its supplier base is not known as an industry where adulteration takes place because of its specialized nature. The composition and purity of our raw materials and flavouring substances is a prerequisite for standardized taste and full compliance with relevant flavour legislation. Our extensive testing of incoming goods is strongly focused on safeguarding composition and taste.

Summarized we concluded that, with regard to the risk of food fraud at Buteressence, we can be classified in the category "low to very low risk".

12. WASTE MANAGEMENT

Our waste streams can be divided in separate groups:

- Household waste
- Paper and carton
- Plastic, metals and drinking cartons
- Glass
- Old iron
- Empty packaging's (including small amounts of residual raw materials)
- Powdered product (for example from filters of our air extraction system)
- Liquid product (mainly quality rejected raw materials and finished goods)

All our waste is presented separately to specialized waste processing companies who collect this frequently at our premises. With this separated approach we contribute to disposing of our waste in the best possible way for the environment. Storage of our waste prior to collection is outside our production units.

13. STORAGE AND TRANSPORT

Our quality department decides on the recommended storage - and transport conditions based on the specific product composition. When storing raw materials and products at our site we have to take safety - and environmental measures into account as well. In our company we have various facilities for storage, including a fireproof cell and environmental cabinets. A specialized transporting company is delivering our products and is fully compliant with relevant legislation regarding the transport of dangerous goods.

We have a longstanding relationship with this transporting company who delivers our products in so-called combined transport, i.e. in combination with other items on the trucks. They are compliant with the strict requirements for food and food ingredients. They are audited periodically by our QA department.

Our products are not delivered by refrigerated or conditioned transport as the time required for the transport leg (typically 1-2 days for the Netherlands and Belgium) is very limited within the total shelf life period of our flavourings.

Our order desk can advise on specific requests for packaging, type of pallets used and their configuration.

14. FREQUENTLY ASKED QUESTIONS

14.1 Is Buteressence willing to disclose the composition of its flavours?

Further breakdown of the ingredients and flavour substances in a flavour in relation to the presence of allergens is not required; in the pack declaration flavours are mentioned with the names of the allergens present stated between brackets.

The country of origin of ingredients and flavouring substances used in a flavour will not be released in order for us to maintain flexibility to source such items globally and from alternative approved suppliers if the situation requires us to do so. This can be for cost, quality or availability reasons. This applies to both compounded flavours as well as resale of single flavouring substances. However, for the latter we state the origin of the batch on the certificate of conformity for each delivery. An example is lemon oil 120485.

We state for country of origin of our compounded flavours to be the Netherlands, because this is where the final significant manufacturing step of the flavour takes place. This approach is common throughout the flavour industry and compliant with Regulation (EU) No 952/2013, chapter 2, article 60.2 (Union Customs Code).

Buteressence will support its customer base where and whenever possible in case of so-called RASFF Food Safety Alerts and provide information whether the purchased flavours are impacted by this issue.

14.2 What is the contribution of a flavour to the nutritional value of food products?

In general it can be stated that the contribution of a flavour towards the calorific value of a food product is very limited because of its low dosage level (typical 0,1 – 0,3%). Furthermore, Regulation (EU) No 1169/2011 - on the provision of food information to consumers - defines that flavours and additives are exempted from the required declaration of the calorific value of consumer goods.
If needed, we advise our customers to calculate with a typical value of 37 KJ or 9 Kcal per gram of flavour. This is stated on our product information sheets as well.

14.3 Does Buteressence supply certificates of analysis with each single delivery?

We don't supply certificates of analysis with our deliveries. We supply certificates of conformity with each delivery declaring that the delivered goods have passed QC and comply with the specifications and requirements listed in our quality control protocols. The release of our products is based on this.

14.4 What is our position on raw material changes and potentially changes in specifications?

Obviously Buteressence strives to deliver products at all times against the agreed specifications with its customers. However, there are limited occasions where the need manifest itself that a recipe change has to be carried out. Examples are a change in legislation or lack of availability of certain raw materials with the right quality. We are not in a position to contractually commit ourselves to seeking prior approval from our customers in making such incidentally occurring changes. But in case of unforeseen circumstances we will enter in dialogue with our customers as early as possible. Maintaining flavour profile and functionality in application is an important parameter.

14.5 How is supply continuity being secured in case of emergencies?
Our BCM (Business Continuity Management Plan) ensures an adequate reaction to incidents with a large potential impact on our organization and processes. Next to covering our direct response to calamities and severe incidents and a crisis management plan for an interim period, we also have included a so-called Recovery Plan. This is a detailed plan covering all relevant steps for the separate core activities including production and quality control. With regard to the production and supply of our flavours, we have made arrangements with specialized external parties for the toll manufacturing of our flavours for a temporary period and in case this is required because of the aforementioned calamities and severe incidents.

14.6 Do mineral oils form a risk in the products of Buteressence?
The topic of mineral oils in foods is becoming increasingly more important and subject of discussion within various organizations in the industry.

Potential sources of mineral oils are cardboard packaging made from recycled paper and printing inks used for packaging materials. Next to this, there are other key areas of attention like lubricants used in equipment for the manufacture of foods.

Buteressence is not using any primary packaging material (primary defined as having direct contact with our flavours) that is made from recycled paper or that is printed.

We only use food grade lubricants. In order to avoid leakage and contamination we carry out preventive maintenance on our equipment, have adequate cleaning procedures in place and have actual and relevant information on file on the composition of lubricants from our suppliers.

For clarity, we are not using any mineral oils in our compounded flavours.

Vegetable oils such as sunflower oil, palm- and palm kernel oil are listed as raw materials that require attention for possible contamination with mineral oils. MCT oil – a solvent frequently used in our oil soluble flavours – is excluded from such risks because of its specific fractionation process. We only source vegetable oils from approved suppliers that are focussed on avoiding contamination with mineral oils in their supply chain.

Based on the above, Buteressence does not carry out any chemical analyses on the presence of mineral oils in our products.

14.7 What is the position on nanomaterial and irradiation?
In our production process, no raw materials are used that contain nanomaterials nor have they been irradiated. Our delivered products are also not irradiated as such and free of nanomaterials.