

## Frequently Asked Questions

### Company

Denk Ingredients GmbH specializes in B2B sales of ingredients for use in food supplements, animal feed and pet food, sports nutrition products, the pharmaceutical industry and various other areas of application. The Munich-based company has been dedicated to the sale and distribution of natural raw materials for the food supplements industry for over 30 years.

Our core products include amino acids, plant extracts, minerals, probiotics, proteins and vitamins. We supply our customers in national and international markets with innovative and functional raw materials.

Since we are a trading company and do not produce any of our offered goods, please understand that any questions regarding the manufacturing or packing process will be forwarded to our manufacturers.

#### 1.1 Company Overview

<b>Company Name</b>	Denk Ingredients GmbH
<b>Company Address</b>	Neherstraße 9 81675 Munich Germany
<b>Phone Number</b>	0049 89 23 00 29 - 400
<b>Fax Number</b>	0049 89 23 00 29 - 444
<b>E-Mail Address</b>	<a href="mailto:info@denkingredients.de">info@denkingredients.de</a>
<b>Website</b>	<a href="http://www.denkingredients.de">www.denkingredients.de</a>
<b>Social Media</b>	<ul style="list-style-type: none"> <li>• Facebook: @denkingredients</li> <li>• Twitter: @Denkingredients</li> <li>• LinkedIn: denk-ingredients-gmbh</li> </ul>

#### 1.2 Certificates

Certification	Certification Authority
<b>ISO 9001:2015</b>	Dekra
<b>Organic Documentary Evidence according to (EC) No. 834/2007</b>	ABCert
<b>GMP+B3</b>	Dekra

### 1.3 General Information

<b>Founding Date</b>	1986	
<b>Number of employees</b>	<i>Total number: 54</i>	
	<i>Sales Department:</i>	27
	<i>Purchasing Department:</i>	8
	<i>Quality Department:</i>	6
	<i>Logistics Department:</i>	3
<b>Directors</b>	<i>Apprentice &amp; Working Students:</i>	8
	<i>Managing Director:</i>	Stephan Huber
	<i>Director of Sales:</i>	Michael Hempel
<b>Type of Business</b>	<i>Director of Procurement &amp; QM:</i>	Jasmin Olbromski
	Trading Company	
<b>Operating segments</b>	<ul style="list-style-type: none"> <li>• Dietary supplements</li> <li>• Animal health</li> <li>• Pharmaceuticals</li> <li>• Personal Care &amp; Cosmetics</li> <li>• Food and beverage</li> <li>• Sports nutrition</li> </ul>	
<b>Offered products</b>	<ul style="list-style-type: none"> <li>• Plant Extracts</li> <li>• Vitamins</li> <li>• APIS</li> <li>• Proteins</li> <li>• Sweeteners</li> <li>• Flavors</li> <li>• Probiotics</li> <li>• Amino Acids</li> <li>• Minerals</li> <li>• Other</li> </ul>	

## Frequently Asked Questions

### 1.4 Personnel Matters

**Do you operate according to Standard Operating procedures?**

At Denk Ingredients, our departments work according to standard operating procedures (SOPs). Our standard operating procedures apply to various aspects, work areas, workflows and departments.

**Are all of the employees thoroughly trained in their tasks and in general matters?**

Employees are extensively trained through internal and external trainings such as product related and quality related education. Furthermore, our standard operating procedures are trained every two years or as soon as an adjustment exists.

**Do you consistently document the conducted training measures?**

All internal and external training measures are documented and checked at regular intervals.

### 1.5 Quality Department

**Do you operate according to a quality manual?**

Our company operates on the basis of a quality manual, which describes the quality management system including responsibilities. Our quality manual is accessible to all employees and is reviewed at least every two years.

**Do you have an in-house laboratory?**

No, we do not have an in-house laboratory, however, we closely cooperate with accredited external laboratories.

**How do you ensure quality standards of the products?**

In advance, we verify the quality of products through the careful review of documents and specifications. Further, we analyse the products on a risk-based approach and upon customer request.

**Do you have a change control procedure?**

We have a change control procedure, which is described in SOP-03. Thus, any modifications affecting the quality of a product must be adequately documented, evaluated and approved. The change control procedure ensures the maintenance of quality and the immediate transfer of information.

**Do you have a procedure for complaints?**

We determined a complaint procedure in our company, which is described in detail in SOP-13. The complaint management of our company includes the planning, implementation and monitoring of all measures undertaken with regard to customer complaints concerning the delivery of goods, quality defects and other services.

**Do you qualify your suppliers?**

We qualify our suppliers at regular intervals through on-site audits, remote audits or document based and additionally with predefined ABC classification rating system. The ABC classification takes into account, amongst other things the delivery process, communication and service offer, standard of quality, transportation methods as well as further audits and certifications.

**Do you perform internal audits regularly?**

Internal audits take place annually. In the case of deviations from standard operating procedures, we immediately take corrective measures.

**Do you allow external audits to take place at your office?**

We enable you to conduct audits at our office. In this case, however, we kindly ask you to request an appointment at least 4 months before the requested audit.

## 1.6 Purchasing and Sales

**Do you ask for specific documentation before your first order?**

Beforehand, we kindly ask for available certifications such as ISO9001:2015, ISO22000, GMP Certificates, HACCP, product specification and MSDS.

**Are suppliers reviewed on a regular basis?**

Once a year, we qualify and review our suppliers according to our ABC classification rating system. The rating system considers amongst other things the delivery process, communication and service offer, standard of quality, delivery process, transportation methods as well as further audits and certifications.

**Do you perform inspections on incoming goods?**

An overall external check is performed for every incoming delivery.

**Is product documentation available to customers?**

We provide our customers with product related information such as specifications, certificates of analysis and numerous other statements. If additional information is required, do not hesitate to contact us at [info@denkingredients.de](mailto:info@denkingredients.de) or approach your direct contact person.

## 1.7 Logistics and Warehouses

### **Do you have your own warehouse?**

We cooperate closely with external warehouses situated Germany-wide in cities. Our cooperating warehouses are qualified and audited annually by us. Further, each warehouse has its own pest-control procedure on-site, whereby the collected data is inspected on a regular basis.

### **How long will a delivery take?**

The delivery time depends on product, quantity, availability and country of origin. As far as the ordered products are available, we will do our best to ensure immediate delivery.

### **Do you have warehouse requirements?**

In the selection of our warehouses, we pay attention to FEFO, batch-pure storage and pallet-pure storage.