Helping People
Live Better Lives
What is Amway?

- A privately held company based in Ada, Michigan, USA, founded in 1959, by Rich DeVos and Jay Van Andel.

- A global direct selling leader that offers consumer products and business opportunities in more than 100 countries and territories worldwide.

- Sister company of Access Business Group (ABG) and Alticor Corporate Enterprises (ACE).

- Amway, ABG and ACE comprise the Alticor family of companies.

- In the fiscal year of 2012, reported sales of US $11.3 billion.
Our Leadership

• Office of the Chief Executive:
  Steve Van Andel - Chairman
  Doug DeVos – President

• Board of Directors:
  Family Members and Outside Industry Leaders
Our Vision

• Helping people live better lives:
  • Our Customers
  • Our Distributors
  • Our Employees
  • Our Neighbors

• Through our products, services and opportunities
Our History

1959

Today
Where We Do Business

- United Kingdom – 1973
- Germany – 1974
- Hong Kong - 1974
- United States – 1959
- Canada – 1962
- Australia - 1971
- Malaysia – 1976
- France – 1977
- Netherlands - 1978
- Japan – 1979
- Switzerland – 1980
- Belgium – 1980
- Taiwan - 1982
- Austria – 1985
- Panama – 1985
- Italy – 1985
- New Zealand – 1985
- Spain – 1986
- Thailand – 1987
- Guatemala – 1987
- Mexico – 1990
- Korea – 1991
- Hungary – 1991
- Brazil – 1991
- Portugal – 1992
- Indonesia – 1992
- Poland – 1992
- Argentina – 1993
- Czech - 1994
- Turkey – 1994
- Slovak – 1994
- El Salvador – 1995
- Honduras – 1995
- Chile – 1995
- China – 1995
- Slovenia – 1995
- Uruguay – 1995
- Costa Rica – 1996
- Greece – 1996
- Colombia – 1996
- Philippines – 1997
- South Africa – 1997
- Romania – 1997
- Dominican Republic – 1998
- India – 1998
- Venezuela – 1998
- Haiti – 1998
- Norway – 1999
- Sweden – 1999
- Finland – 1999
- Denmark – 1999
- Croatia – 2001
- Singapore – 2002
- Ukraine – 2003
- Russia – 2005
- Vietnam – 2008
- Estonia – 2010
- Latvia – 2010
- Lithuania - 2010
- Estonia – 2010
- Latvia – 2010
- Lithuania - 2010
Our Sales

Alticor Annual Sales (Billion $)

<table>
<thead>
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Our People

- Amway and its companies employ more than 20,000 worldwide and offer more than 3 million people an opportunity to become entrepreneurs in more than 100 countries and territories.

- Over 450 products are sold through Amway, primarily focused on health, wellness and beauty categories, led by global power brands Nutrilite and Artistry.
Alticor Corporate Enterprises

Alticor Corporate Enterprises (ACE) is a holding company for Alticor’s non-direct selling companies. ACE companies include:

- **Amway Hotel Corp.** – owner and operator of the Amway Grand Plaza Hotel, JW Marriott Grand Rapids, and Courtyard by Marriott – Downtown Grand Rapids.

- **Interleukin Genetics** – a publicly listed developer of innovative nutrition and consumer genetic health tests.

- **Gurwitch Products** – a luxury cosmetics and skin care company which develops and markets premium lines under the brand names Laura Mercier® and ReVive®.

- **Metagenics** – a company which develops, manufactures and markets branded nutritional supplements through practitioners in North America, Australia and Europe.

- **Fulton Innovation** – a technology licensing company dedicated to commercialize and promote new and innovative technology.

- **KinDex Therapeutics** – focused on the discovery of molecules that modulate key metabolic regulatory networks associated with chronic disease.
What is Direct Selling?

• Provides customers convenience and service, including personal demonstration and explanation of products, home delivery, and generous satisfaction guarantees

• Allows individuals an alternative to traditional employment by building a business of their own

• Provides a channel of distribution for companies with innovative or distinctive products not readily available through traditional retail
Amway Business Opportunity

- Low risk and low cost opportunity to run a business based on one’s own needs and priorities
- Trusted business plan recognized as a benchmark model for direct selling
- Supported by high-quality consumable products
- World-class infrastructure and logistics
Amway Research and Development

Product Development
• More than 900 scientists, engineers and technical professionals work in 65 R&D and quality assurance labs worldwide
• 800 patents granted, and more than 500 pending

Technical/Regulatory Affairs
• Responsible for worldwide product compliance, registration and safety
• Reviews and approves product concepts, ingredients, specifications, claims

Quality Assurance
• Partners with our suppliers to provide world class quality to our customers
• Includes Supplier Quality Development, Global Field Services and Process Quality Improvement
• Affiliate quality representation present in all major markets
Amway Product Demand

Global Procurement
- 2006 Supply Chain Council Award Winner for Global Supply Chain Excellence
- Controls over $2 billion in annual spending
- Supplier requirements, scorecards and analytical reporting available at www.supplier.amway.com

Supply Chain Planning
- Scheduling, material planning, manufacturing operations and inventory planning
- Places purchase orders with suppliers based on agreed-upon terms
- Provides feedback on supplier performance

Project Management
- Leads the Idea to Market (ITM) process designed to bring high-quality, innovative and cost-competitive products to market
- Includes the Documents and Design team responsible for development and maintenance of packaging artwork and manufacturing documents
Amway Supplier Segmentation

Alliance Partner
- Supplier relationship is critical to Amway’s long-term success
- Integrated involvement in each parties’ activities

Global Preferred & Preferred Suppliers (regional, local)
- Supplier relationship is important to Amway’s success, and difficult to replace
- Collaborative involvement in each parties’ activities
- A ‘global preferred’ supplier can supply a majority of Amway’s global markets

Approved Supplier
- Supplier relationship is considered ‘standard’
- Activities are coordinated on a limited basis

Mandated Supplier
- Sourcing decision is made by a Contract Customer, not Amway
- Activities are coordinated on a limited basis

Probationary Supplier
- Supplier is either new to Amway (probationary evaluation period), or supplier is performing sub-par (probationary period for improvement)
- Supplier can provide existing items, but no new items without pre-approval

Recover
- Supplier offering, performance and/or behavior is deemed a risk to Amway
- Amway to commit significant resources to short-term performance improvement, risk mitigation, and/or supplier replacement activities
Amway Supplier Portal

Supplier Portal

• Central location for all business requirements
• Access to Supplier Analytics

www.supplier.amway.com select Europe

Welcome to Access Business Group - Supplier Portal Europe

Recognizing that suppliers are an integral link in our supply chain, it is Access Business Group’s (ABG) goal to provide timely, accurate and practical information. This Portal is a dedicated website designed to provide up-to-date requirements, guidelines and business intelligence regarding to our suppliers. Whether you are an existing or potential new supplier, this Supplier Portal Europe will provide you with all the information required to work with the European Office. By using the links to the left of this page you are able to understand more about the business and identify the documents and processes of our business. The login option right of this page gives secure information on your own business performance and tailored ordering platforms.

If you are a new supplier or a supplier who is unfamiliar with the business, please ensure you read the “Introduction” section of this portal, which provides a history and definition to the family of companies within the Amway Corporate enterprise.

For new users of this portal please visit “How to use the Portal,” which gives a brief overview of this portal’s functions and features.

Please note that ABG’s Supplier Portal is your central location for all ABG supplier requirements. We require compliance to all of the requirements and guidelines found on this portal.

In The News
Ensure that you visit the site on a regular basis and keep updated on “In the News,” which will provide our suppliers with updates on any changes and amendments to the requirements to dealing with the European Office and also latest news on activities taking place.

MAY 2010
New Accounts Payable contact persons are listed in “Submitting Invoices for Payment” document in Accounts Payable section.

APRIL 2010
On April 14th, Access Business Group held its European Supplier Conference 2010, during which Amway’s and Access Business Group’s expectations to suppliers are shared, the importance of continuity of Supply and Supplier Performance were reinforced and the first European supplier awards are handed out. The 4 category winners are Cille Nielsen Export BV, Bispau’s Batsabu BV, Control Media, and Capus Australia. Overall winner of the 2010 European Excellence in Supply Performance award to Control Media.

To access the conference materials, login to Supplier Analytics and navigate to the “Help” tab.
Amway Supplier Analytics

Features

• Provides on-demand secure access to:
  • Forecasts and open orders
  • Item information
  • Purchase history
  • Supplier performance

Availability

• 24/7
• Data current through prior day
Ada, Michigan Headquarters

300 acres (121 hectares)
Ada, Michigan Manufacturing

- **Cosmetics**
  - 150 million unit capacity

- **Personal Care** *(shampoos, soaps and lotions)*
  - 75 million unit capacity

- **Home Care** *(cleaning powders and liquids)*
  - Liquids: 85 million unit capacity, 1 million liters at any time
  - Powder: patented process with capacity for 60 million units

- **Home Tech** *(air and water treatment systems)*
  - 400,000 unit capacity on seven assembly lines.

- **Aerosol**
  - 85,000 square feet *(8,000 m²)* with 33,000 square foot *(3,000 m²)* gas tank farm

- **Printing**
  - Nearly 200 million impressions annually
Buena Park, California Manufacturing

Tableting
- Weigh Up
- Granulation
- Compression
- Coating/Inspection
- Packaging

- **Powder Drink**
- **Food Bar**
- **Estimated capacity:**
  - 10 billion tablets
  - 40 million food bars
  - 100 million pouches
  - 10 million canisters

- **Products:** A-Z vitamins, herbal supplements, meal replacement and weight management food bars, powdered drinks and meal supplements
Guangzhou, China Manufacturing

- Nearly 180 products for Chinese market only
  - Nutrition
  - Cosmetics
  - Home Care
- ISO9001 & ISO14001 certifications
- 5,000+ employees
- Named one of Ten Best Employers in China
- Sponsorships: NUTRILITE™ was the official food supplement brand of the Chinese Olympic Team for the 2000 and 2004 Olympic Games
- Amway China Co. Ltd. has received nearly 500 honors and awards from the Chinese government
ABG in Europe and Russia

- **ABG Venlo**: 14 fulfillment markets, 5 replenishment markets
- **2005 ABG Poland**: 6 fulfillment markets
- **2007 ABG Hungary**: 5 fulfillment markets
- **2009 ABG Russia**: 1 Central Warehouse, 4 Regional Service Centers
Access Business Group Europe

- European Central Warehouse
  - 26 countries
  - 13,000 m²
  - 21,000 pallet positions
  - Pick & Pack operation for 14 countries

- Office
  - Procurement
    - Offices in The Netherlands, United Kingdom, Russia, Germany
  - Supply Chain Planning
  - European Technical Services (QA and Tech/Reg)
  - Customer Relations
  - Operations & Inventory Control
Our Business Lines

nutrition

beauty

durables

home care
Nutrition - NUTRILITE

- Nutrilite is the world’s No. 1 selling vitamins and dietary supplements brand. (based on 2010 sales)

- Nutrilite is the only global vitamin and mineral brand to grow, harvest and process plants on its own certified organic farms

- Combines the best of science and the best of nature to build quality and value into all of its products

- Top-selling NUTRILITE products include:
  DOUBLE X® Vitamin/Mineral/Phytonutrient Daily Multivitamin and Multimineral Concentrated Fruits and Vegetables Protein Powder/Nutri Protein Vitamin C Plus Kids Chewable Multivitamin/Multimineral
Certified Organic Farms

Processing Operations
- Concentration
- Dehydration
- Extraction
- Milling

Main Crops: alfalfa, citrus trees, watercress, parsley, acerola cherries, echinacea, mango, pineapple, coconut, carrots, and broccoli

Organic Farming: organic practices promote healthier plants and soils by avoiding synthetic chemical pesticides, herbicides, and fertilizers. It results in plants that resist disease and insects.
Beauty - ARTISTRY

- Artistry is among the world’s top five, largest-selling, premium skincare brands
- More than 250 products available in more than 50 countries generating more than US $1 billion in annual sales
- At the forefront of technological developments in cosmetics research and formulations
Beauty

Inspired by the renewing power of the elements, beautycycle™

BEAUTY CYCLE™

• Approachable skincare products and color cosmetics
• A symbiosis of nature’s elements and results-driven personal beauty solutions
  • Elemental themes address all skin types, enveloped in liposomes Microquad™ (cleanser, toner, day cream, night cream)
    • Air – Rejuvenates aging skin.
    • Water – Quenches thirsty skin.
    • Earth – Balances oily skin.
    • Fire – Re-energizes all skin types.
• Good value at affordable pricing, Something for everyone
Beauty

Personal Care

- SATINIQUE™ salon quality hair care products featuring the unique Ceramide Infusion System—repairs strengthens and protects in one use
- BODY SERIES™ family line of soaps, deodorants and lotions
- GLISTER™ brand oral care products
Durables

**eSPRING™**
- First in-home water treatment system to combine ultraviolet light technology with a patented multi-stage carbon-block filter
- Destroys more than 99.99% of waterborne, disease-causing bacteria and viruses in drinking water.

**ATMOSPHERE™ Air Purifiers**
- Effectively removes up to 99.99% of airborne particulates that are drawn through the system

**iCOOK™ / AMWAY QUEEN™ Cookware**
- Premium-grade materials and precision manufacturing provide years of superb cooking performance and durability
Home Care

Three distinct brands:

L.O.C.™

- Offers cleaning products for diverse jobs throughout the house

SA8™

- Laundry Care system guaranteed to provide extraordinary results - ranked No. 1 Detergent by a leading consumer magazine in Dec. 2006

DISH DROPS™

- Offers powerful dishwashing performance
Satisfaction Guaranteed

- Our satisfaction guarantee ensures that if the customer or an IBO is not completely satisfied with the product, it will be exchanged or refunded. No questions asked. In fact, Amway takes this obligation so seriously that the customer often receives a replacement product before returning the first one.

- Our mission is to enhance distributors’ credibility and support their relationships with customers.

- Only companies with confidence in their products can offer and honor such promises.
Amway Suppliers... The Keys to Our Success

Our suppliers are critical to our achievement of customer satisfaction and growth objectives:

- Innovative products and services
- Lowest Total Cost
- Supply Chain Excellence:
  - exceptional Quality…
  - delivered On-Time…
  - with outstanding Customer Service …
Questions?