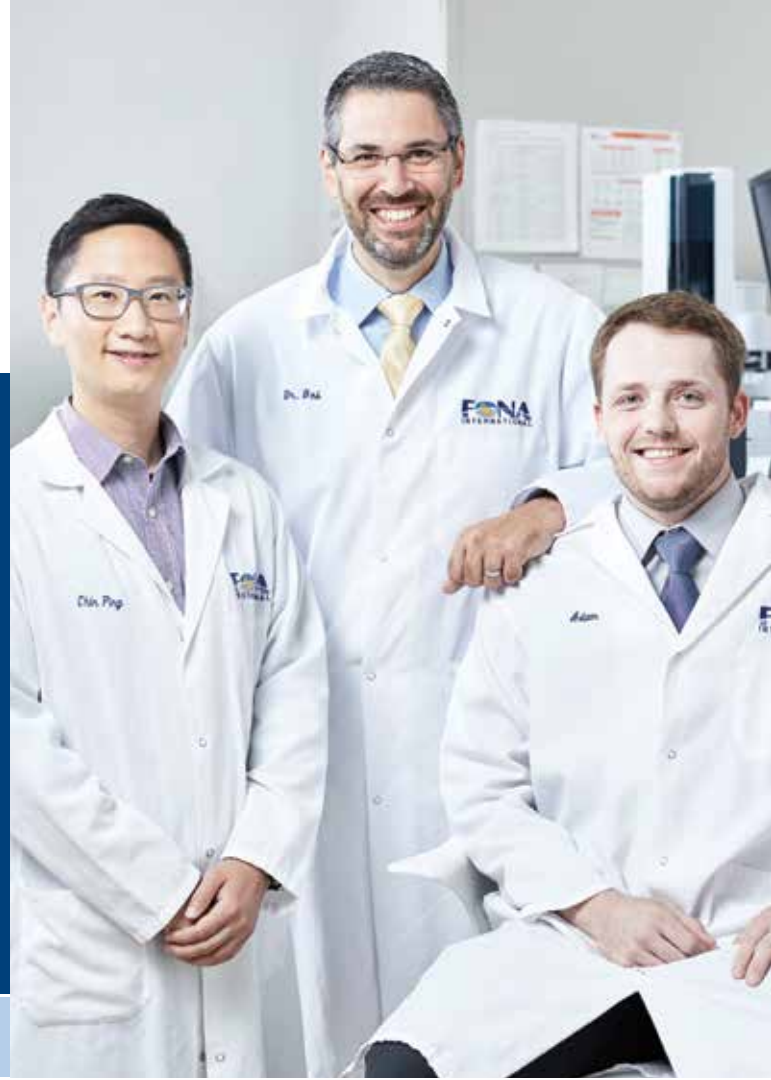




# FLAVOR NEWS

CONFECTION / GRAIN / BEVERAGE / MARKET DEVELOPMENT

VOLUME 67 FEBRUARY 2019



## COMMITTED TO CUSTOMERS

### 2018 SERVICE STATISTICS

We know you work hard each and every day to move forward — to succeed, to grow, and to give consumers the products they need and crave. You deserve a partner who makes your job a little easier. At FONA, that is exactly what we strive to do. We are driven by our seven core values and among those values is partner-centricity. It's a focused effort to put you and your needs at the center of everything we do.

With that in mind, we present our 2018 Service Statistics. They show our commitment to keeping your products safe and your consumers happy, while delivering fantastic taste and groundbreaking ideas. Your priorities are our priorities. Let's talk. Reach out to [feedback@fona.com](mailto:feedback@fona.com) with comments or questions. We're listening.





# 2018 SERVICE STATS

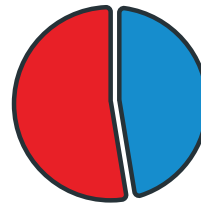
Reflecting our commitment to deliver you the very best!

## AUDIT READY

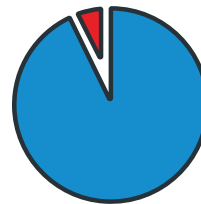


SQF LEVEL ..... **3**  
 AUDIT SCORE ..... **96/100**  
Excellent Rating  
 AIB AUDIT SCORE ..... **925**

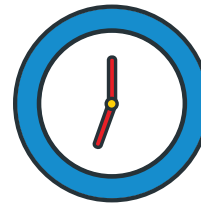
## REGULATORY



**49%**  
 REGULATORY DOCUMENT REQUESTS PROCESSED IN AN HOUR

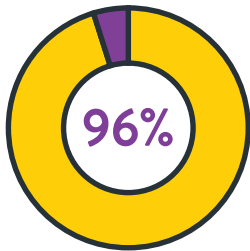


**90%**  
 DOCUMENTS COMPLETED IN LESS THAN 24 HOURS

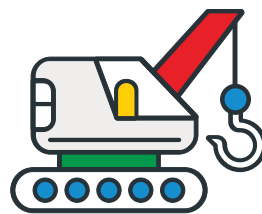


**6.9 HOURS**  
 OVERALL AVERAGE TURNAROUND TIME FOR REGULATORY DOCUMENTS

## ORDER FULFILLMENT



ORDERS ON-TIME TO COMMIT



**\$14 MILLION**

CAPITAL INVESTMENT IN MANUFACTURING CAPACITY + NEW TECHNOLOGY

## COMMUNITY CONNECTIONS

**16%**

EQUIVALENT OF PROFITS DONATED TO CHARITY

**1,365**

STUDENTS AND EDUCATORS LEARNED ABOUT FOOD AND FLAVOR SCIENCE AT 45 DISCOVER FONA EVENTS

## NEW PRODUCT DEVELOPMENT



..... **98%** ..... QUOTES DELIVERED IN LESS THAN 48 HOURS

..... **97%** ..... FLAVOR SELECTIONS DELIVERED IN 5 DAYS OR LESS

## FLAVOR UNIVERSITY®



**676**

PEOPLE ATTENDED 21  
FLAVOR UNIVERSITY®  
CLASSES



**6.8** OUT OF **7.0**

AVERAGE CLASS SCORE  
FROM ATTENDEES



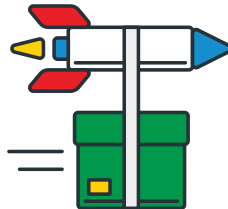
**258**

COMPANIES &  
ORGANIZATIONS  
ATTENDED FLAVOR  
UNIVERSITY

## SAMPLE SERVICES

**17,767**

SAMPLES CREATED



**89%**

OF SAMPLE SELECTIONS SHIPPED IN  
LESS THAN 24 HOURS

**47.1%**

SAMPLES SHIPPED SAME DAY  
THEY WERE ORDERED

**70**

SCHOOLS IN 41  
COMMUNITIES  
SUPPORTED BY  
DISCOVER FONA

**255**

JOB SHADOW  
HOURS FOR  
STUDENTS

**99**

VOLUNTEER HOURS  
SPENT AT NORTHERN  
ILLINOIS FOOD BANK

## 2018 AWARDS

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### FORBES SMALL GIANT: A ONCE-IN-A-LIFETIME HONOR

Recognizing businesses that choose to be “great, instead of just big,” the Forbes Small Giant award was given to FONA at a ceremony in May 2018. The announcement in Forbes describes winners: “All are privately owned and closely held. They contribute to their communities and stand out within their industries.” Sr. Editor of Forbes Loren Feldman said of FONA: “The flavor industry is a 14 billion dollar industry. It’s dominated by a handful of really big companies. *These guys compete by providing the kind of service you’d expect a Small Giant to provide.*”

### A NATIONAL BEST WORKPLACE



In 2018, Fortune Magazine and Great Place to Work honored FONA on five separate lists:

- #3 workplace in Manufacturing & Production, *among companies of any size*, 2018
- #2 workplace in Chicagoland, out of all small-medium businesses, 2018
- Great Place to Work for All – Leadership Award for President Amy McDonald, 2018
- #58 medium-sized workplace in the nation (#2 in manufacturing!), 2018
- #85 workplace in the nation for Millennials, 2018

### BEST & BRIGHTEST 13 YEARS RUNNING



For the 13th year in a row, FONA was named one of Chicago’s 101 Best & Brightest Companies to Work For. We also received:

- Elite Award for Enrichment, Engagement & Retention
- National Winner, Wellness
- National Winner, Overall 101 Best & Brightest

### COMMUNITY INVESTMENT

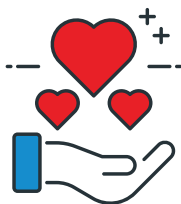
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“Tuskegee NEXT is grateful for strong community partners like FONA! FONA helped us invest in the future of the skies by supporting us as we reached **350 AT-RISK YOUTH** this year with the value of aviation.

-Sanura Young, Executive Director of Tuskegee Next

We gave a voice to **518 CHILDREN** who otherwise would not have had the support they needed. We have trained HUNDREDS of CASAs (Court-Appointed Special Advocates) thanks to the use of FONA’s facility.

-Gloria Kelley, Executive Director of CASA Kane County



We are so grateful for the amazing support of FONA International in helping to provide the opportunity for **725 YOUTH** from low-income communities to attend summer camp at no cost this past year!

-Jay Curtis, President & CEO of Fox Valley Christian Alliance

YOUR PRIORITIES ARE OUR PRIORITIES. LET’S TALK.

**FEEDBACK@FONA.COM**

# FACES OF FONA

## PROMOTIONS



**BETH JULIAN**  
Sr. Scientist,  
Healthcare, Dairy + Confections

Known for her creativity and drive, Beth operates with a focus on serving customers best. Beth has worked at FONA for 11 years with an eye toward customer growth. As Senior Scientist, she is a technical leader with a methodical approach to solving customers' challenges and raising the bar for service, expertise and speed. Beth will use her deep knowledge of healthcare applications to solve the unique taste challenges that market presents while also keeping a leadership presence in dairy and confection initiatives.



**JIM DUBINA**  
Analytical Chemist,  
Research + Innovation

In his new role, Jim will lead projects around research and development for gas chromatography/mass spectrometry (gc/ms); liquid chromatography and flavor delivery. A proven subject matter expert, Jim continually shows a valuable capacity for new discoveries and teamwork. He will continue to contribute to customer-driven research initiatives and provide incredible analytical expertise.

## FROM THE President



**AMY MCDONALD**

In my latest business & culture post, I laid out my New Year's resolution for 2019. Well... perhaps it's more like an "anti-resolution." I'm challenging the entire FONA family to fail more in 2019. That's right! When we fail once, it's an opportunity to learn, it plants the seeds of innovation. Plus, it means we're daring to try new things. I truly believe: Failure's never the enemy. The true enemy is mediocrity. I share more at my blog at [www.fona.com/business](http://www.fona.com/business). Follow FONA on LinkedIn to see the latest. ■

## CHAIRMAN'S CORNER

**I**t's the start of a new year, and I couldn't be more excited. FONA is buzzing with activity as we kick off 2019 and set goals for the future. We're celebrating an all-time record year and the future is bright, both for us, our customers, and for the community we serve. My reason for this outlook is revealed in many ways, including the new FONA leaders, and the success of FONA's president.

First, our bright future is evidenced by the new faces and energetic talent all around the business. There are bright, "new" leaders making themselves known and finding their voices. Each January, we celebrate what we call our FONA Academy Awards, where voting from the FONA Family helps crown that year's MVPs.

It's an opportunity to lift each other up, and highlights those colleagues who always go above and beyond. This year, the list is sprinkled with many "newer" members of the FONA family -- each of whom is building followings and going the extra mile each day.

FONA's President Amy McDonald is making our business future brighter each and every day. She's wrapped up her first full year as President, and the all-time record results speak for themselves. It's been a year that showcases her humble leadership, her drive, and her focus on growth and excellence. She pushes FONA forward -- but she does so with a heart of service. She grows our business, our customers, and our people with the FONA core values as a foundation. Thank you, Amy.

As we look to the future, I wish for you a year of growth and building your own followings. Is there anything FONA can do to make the future a little brighter? Reach out at [feedback@fona.com](mailto:feedback@fona.com).



**Grateful and indebted,**

**JOSEPH SLAWEK,**  
Chairman & CEO

# FLAVOR NEWS

FONA INTERNATIONAL'S QUARTERLY NEWSLETTER



**LIKE US ON FACEBOOK**

to stay connected to the latest  
FONA news and flavor trends.

## IN THIS ISSUE COMMITTED TO CUSTOMERS

2018 Service Statistics  
New Hires & Promotions  
2018 Awards



1900 Averill Road  
Geneva, IL 60134 USA

### STAY IN THE LOOP

Keep up-to-date on our latest flavor  
events and news. Send your email  
address to [signup@fona.com](mailto:signup@fona.com).

### FLAVOR NEWS

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## Kids aren't the only ones with school.

### Flavor University® Class Schedule

#### Flavor 101®

- March 5 & 6
- April 29 & 30

#### Beverage Flavor 201®

- October 1 & 2

#### Cereal, Bars, Bakery & Snacks Flavor 201®

- September 24 & 25

#### Pet Care Flavor 201®

- September 17 & 18

#### Taste Modification 201®

- February 27
- October 16

FONA flavor experts love to learn — and teach! The renowned Flavor University program is offered tuition-free as a service to food and beverage professionals. We look forward to seeing you!

Register at [www.flavoruniversity.com](http://www.flavoruniversity.com)

