Reliv sets the gold standard for quality assurance

nutrition you can trust

At Reliv we make an uncompromising commitment to product safety, purity and potency with every formula we make. When you open a can of Reliv product, you can rest assured that it contains exactly what's printed on the label and that it will deliver the most advanced nutrition available today.

— Greg Walker, Director of Manufacturing Operations

How to Make a Reliv Product

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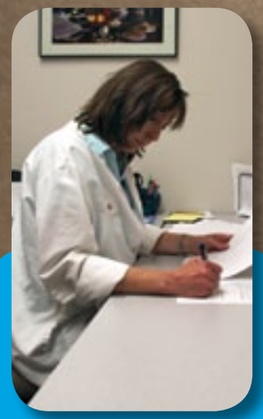
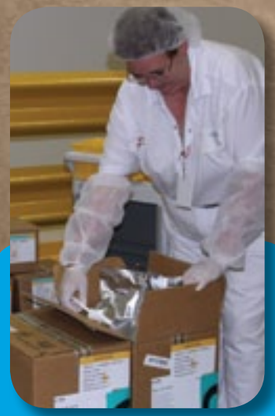


Ingredient Integrity and Vendor Approval

- Select ingredients based on latest research, expert consultation and clinical testing.
- Source every ingredient with strict quality requirements.
- Meet with supplier, investigate history and reputation.
- Analyze sample of each ingredient in Reliv labs to ensure safety, quality and potency.

"We have a detailed checklist of requirements that every vendor must meet and every ingredient must meet to be deemed acceptable for our formulations. Quality is the primary consideration."

Cindy Jordan
Senior Food Technologist

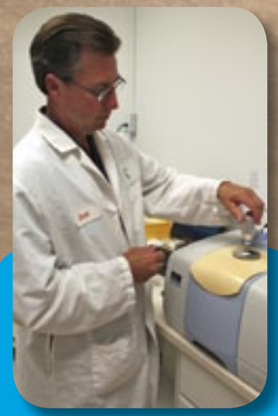


Receipt of Ingredients

- Carefully examine delivery truck and materials.
- Immediately quarantine ingredients in protected area.
- Examine Certificate of Analysis, documenting that each ingredient has been independently tested and meets Reliv standards.
- Verify and enter quantities received in system.

"We make sure the quality of the ingredients coming in matches the quality of our products going out. Distributor and customer satisfaction is the highest concern."

Ricky Browning
Receiving Clerk



Reliv Independent Testing

- Confirm outside testing with thorough microbiological analysis.
- Ensure ingredients match established quality standards.
- Release approved ingredients to be used in formulas.

"We do all the work up front so there's no doubt about the ingredients that go into our products. If an ingredient doesn't meet our standards, we don't hesitate to send it back."

Scott Kubel
Quality Assurance/ Quality Control Manager

Formula/Batch Compiled, Checked, Rechecked

- Prepare ingredients for the formula batch.
- Carefully weigh each ingredient, segregating them for mixing.
- Check and recheck to ensure absolute accuracy.

"In the Weigh Out Room, we always say we have three priorities: #1 quality, #2 quality and #3 quantity."

Danny Liner
Assistant Production Superintendent

Near-Pharmaceutical Manufacturing Conditions

- Add ingredients in designated order and sign off as each is added.
- Blend ingredients and take sample for biological analysis.
- Send approved batch through rotary sifter and on to automatic filling machines.
- Pull random cans for additional quality checks.
- Apply label, batch number and expiration date and pack into cases.
- Re-weigh each case to ensure proper filling, stack cases on pallets and place in holding area.

"I've been here for 20 years, and I guarantee that the can of Reliv you get today will be of the same quality as the can you got three years ago and the can you'll get three years from now. We simply refuse to cut any corners."

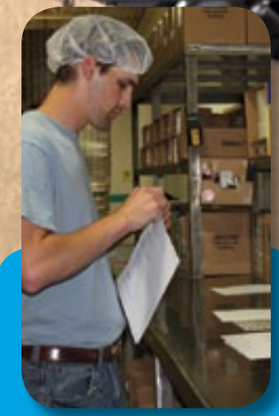
Cal Carpenter
Production Superintendent

Post-Production Quarantine

- Quarantine finished product immediately after production.
- Complete microbiological and ingredient delivery testing plus other standard quality checks.
- Confirm label information is completely accurate.

"I am 100% confident that what each label says is in the can is, in fact, in the can. I take great pride in that."

Dustin Newman
Quality Control Micro Analyst



Shipping

- Release product only when all tests are passed.
- Ship immediately upon order receipt.

"An advanced bar code system ensures that the wrong can of product does not leave the building. Our Shipping Department is consistently over 99% error-free."

Steve Swim
Manager Warehouse/ Inventory

Pure Production

- All manufacturing parts are thoroughly cleaned and sanitized between batches.
- A rigorous pest control program keeps blends pure and pest-free.
- Stringent personal hygiene standards, protective clothing and sanitary gloves, hair nets and booties create a near-sterile environment.
- A state-of –the-art air filtration system filters all particles from the air.
- The only time ingredients are "exposed" is in the "clean" processing area where workers wear gloves and other protective gear at all times.
- The only time a completed blend is "exposed" is in the 1½-inch space between the filler nozzle and the can.

Q&A with Dr. Carl

Q: What professional experience prepared you for establishing such a sound manufacturing process when you arrived at Reliv?

I had the good fortune of starting my career at Mead Johnson & Company right after I earned my Ph.D. in Food Science from the University of Illinois. Mead Johnson produced a variety of nutritional products, including infant formula, as well as pharmaceutical products. As you can imagine, manufacturing these kinds of products required the highest degree of quality control.

It was like being re-educated right out of school. We had medical doctors working alongside Ph.D.s to create production areas, including sterile production areas, with the highest possible standards. I became proficient in quality manufacturing practices right from the start and brought that knowledge with me to Reliv.

Q: In 1992, Reliv's growth as a company enabled the construction of the current manufacturing plant. How did you approach creating the facility?

We didn't spare any expense. Our desire was to build a top-quality operation. We knew Reliv was going to be around for a long time and we knew the standards we wanted to maintain as we grew.

Quality and efficiency were the top priorities. We developed a three-story production process, for example, that uses gravity to move ingredients through the production process rather than having to convey them from station to station. This also decreases the possibility of contamination.

Every feature of the facility was taken into consideration — from using paints on the walls that could be washed down easily and inhibit bacteria growth to installing an air quality system to control heat and humidity and direct air flow out of the plant. Our foresight in creating such a state-of-the-art facility has been one of the cornerstones of Reliv success over the years.

Q: How is Reliv's manufacturing process regulated?

In the U.S., we comply with two regulatory systems of the FDA (Food and Drug Administration) by following GMPs (Good Manufacturing Practices) for both food producers and dietary supplement manufacturers. The FDA regularly inspects our operations without advance notice of their visit. During their most recent visit, one that we were told would last two days, inspectors were so impressed that they completed their work in just one morning!

We are also one of the few nutritional supplement companies that meet the requirements of stricter international regulatory agencies such as Australia's TGA (Therapeutic Goods Administration). The TGA process requires a thorough three-day inspection that looks at every aspect of what we do. I'm proud to say we've been TGA-certified since 1993.

Q: Why is Reliv so committed to the quality and safety of its products?

Our commitment to quality and safety is defined by the moral integrity of the company itself and the people involved since the very beginning. We are proud of what we produce. We want every Reliv customer to know they are getting the best possible nutrition and every Reliv Distributor to know that they can build their business with absolute confidence in what they are bringing to people.

We've had opportunities to take shortcuts that might have increased profitability over the years, but that's not the Reliv way. Our families take these products. We wouldn't give them anything but the best, and that's the same way we feel about everyone who takes Reliv products around the world.

Vice Chairman and Chief Scientific Officer Dr. Carl W. Hastings heads Reliv's product development and manufacturing team. Part of Reliv since its founding in 1988, Dr. Hastings has spent nearly 40 years in food product research and development. His pioneering work has made him a world-renowned authority on soy-based nutrition, and his commitment to innovation has produced several U.S. patents for Reliv products.