FLAVOR NEWS

COMMITTED TO CUSTOMERS

2019 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 2019 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 with comments or questions. We’re listening.
2019 SERVICE STATS

Audit-Ready

- SQF audit score: 97/100 (EXCELLENT RATING)
- SQF level: 3
- AIB audit score: 975

Regulatory

- 91% DOCUMENTS COMPLETED IN LESS THAN 24 HOURS
- 51% REGULATORY DOCUMENT REQUESTS PROCESSED IN UNDER AN HOUR
- 5.5 HRS OVERALL AVERAGE TURNAROUND TIME FOR REGULATORY DOCUMENTS

Flavor University®

- 612 PEOPLE ATTENDED ONE OF 14 FLAVOR UNIVERSITY® CLASSES
- 6.8 OUT OF 7.0: AVERAGE CLASS SCORE FROM ATTENDEES
- 300 COMPANIES/ORGANIZATIONS WHO SENT PEOPLE TO FLAVOR UNIVERSITY
New Product Development

- 96.7% Quotes delivered in less than 24 hours
- 98.8% Quotes delivered in less than 48 hours
- 75% Projects delivered in 10 days or less

Order Fulfillment

- 98.2% Orders on-time to committed date

Community Connections

- 20% Equivalent of profits donated to charity
- 1,574 Students and educators learned about food and flavor science at 40 Discover Fona sessions
- 36 Number of groups (representing 64 communities + 4 states) supported by Discover Fona
- 83 Volunteer hours and $5,500+ of employee donations to Northern Illinois Food Bank

Sample Services + Industrial Performance

- 18,902 Samples created
- 85% Samples shipped in less than 24 hrs
- 41% Samples shipped the same day they were requested
- 48 hrs or less Lead time on formula reviews by industrial performance team

Order Fulfillment
Tuskegee NEXT thanks its community partner, FONA, for its unwavering investment in the future of aviation. Through corporate visits, donations, mentorship and more, FONA distinguishes itself as a company who cares and we appreciate their support as we continue to TRANSFORM THE LIVES OF AT-RISK YOUTH through aviation education, life-skills training and education assistance in honor of the Tuskegee Airmen.

“We gave a voice to 600 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

“This past year we’ve had the opportunity to IMPACT THE LIVES OF HUNDREDS OF LOCAL YOUTH from low-income communities through our summer camp and school year programs. We are so grateful for the generous support of FONA and the participation of FONA employees throughout the year. Thank you for helping to make this kind of impact!”

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

2019 Awards

INC. MAGAZINE BEST WORKPLACE IN THE NATION

For the first time, FONA was honored to be recognized as one of the best workplaces in the nation by Inc. Magazine. The Inc. Magazine Best Workplace award is “uniquely designed to recognize successful businesses that value company culture, offer standout worker benefits and prioritize employee well-being.”

GREAT PLACE TO WORK & FORTUNE MAGAZINE RECOGNITION

In 2019, Fortune magazine and Great Place to Work honored FONA on three separate lists of small/medium companies.

- #2 workplace in Manufacturing & Production
- #8 workplace in Chicago
- #77 workplace in the nation overall

BEST & BRIGHTEST 14 YEARS RUNNING

For the 14th year in a row, FONA was named one of Chicago’s 101 Best & Brightest Companies to Work For. We also received:

- Elite Award for Compensation, Benefits & Employee Solutions
- National Winner, Wellness
- National Winner, Overall 101 Best & Brightest

Community Investment

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- Dominique A. Scott, Interim Executive Director of Tuskegee NEXT Foundation

Your priorities are our priorities. Let’s talk:
FEEDBACK@FONA.COM
As FONA embarks on a new year and in fact a new decade, I’m filled with gratitude and excitement. We recently had our annual FONA Academy Awards where new leaders and established subject matter experts were celebrated for continually "lifting the heavy end of the box.”

Throughout the year these MVPs made choices. Some were small choices, and some may have been difficult. They chose to stay late and get one more regulatory document to a customer who needed it, or to lend a helping hand to a co-worker, and to work tirelessly toward growth and excellence for FONA. These choices are so critical. Any results that FONA has seen – or ever will see – come from choices. I’ll say it again: Results come from choices.

It’s thrilling to see so many new leaders emerge throughout FONA, all ready to serve our customers with dedication and partner centricity. And truly, customers are absolutely the most important part of the work we do. We would not exist without them. We have to make the right choices to help them grow, and to help them face their challenges head-on.

“Making the right choices” does not mean that we are afraid of making the wrong choice, of course. Failure is an opportunity to learn, and is the easiest thing to fix. Mediocrity however is much more insidious. The worst thing that we can do as business leaders is to freeze—to refuse to make a choice, because we fear failure. When it comes to fight, flee or freeze – I choose fight.

We choose to fight on behalf of our customers in this new decade, to help you secure the future of your products, your brands, and most importantly, your consumers.

As I shared with the FONA team recently, you cannot get anywhere in our industry unless your customer knows you, likes you, and trusts you. Thank you for your trust in FONA.

Let’s take on 2020, together.

JOSEPH SLAWEK,
Chairman & CEO
Truly, expertise in every flavor.

If you’re contending with taste hurdles, it’s time for Optify, FONA’s suite of taste modification solutions.

- Backed by decades of taste modification experience
- Validated with cutting-edge technology
- Delivered through a customized approach.

LET’S TALK.

www.fona.com/chat | 630-578-8600