

**The Health Food Manufacturers' Association**

1 Wolsey Road, East Molesey  
Surrey KT8 9EL

t: +44(0)20 8481 7100

e: hfma@hfma.co.uk

www.hfma.co.uk



Dear Sir or Madam,

Thank you for your interest in the HFMA - we are pleased to enclose Membership details.

The HFMA is the leading UK trade association for the natural health industry. We are a not-for-profit, but financially sound, organisation that was founded in 1965 to represent the interests of manufacturers and suppliers of specialist health products in the UK. Our c. 150 member companies include many suppliers of specialist food supplements and health foods. No other trade association more has its finger on the pulse of all that is happening and be better informed and well placed to act appropriately in the best interests of all of its member companies.

Subscriptions are fair, based on turnover, and the organisation is fully democratic. Each full member has one vote, regardless of size, and can stand for the Council comprising representatives from 12 member companies. To learn more about the HFMA, please visit our website: [www.hfma.co.uk](http://www.hfma.co.uk).

The details attached outline our mission, objectives, resources and approach. We offer a unique understanding of the legislative and regulatory issues facing our industry and are particularly effective in representing Member interests with legislators and regulators in Westminster, Whitehall and, via our European federation, in Brussels.

Our CLEAR CHECK (COPY • LABELLING • EDUCATION • ADVERTISING • REGULATION) service is highly valued by members, and we hold webinars, seminars, workshops and 'Special Interest' working group meetings throughout the year.

The HFMA's network of experienced advisers provides an invaluable service to the Association and its members. Our members have access to these advisers at all times, and by sharing their cost with all of our members have this access for a fraction of the normal cost. In addition we have our Panel of Expert Advisers, who are available to advise us on specific questions and concerns, particularly when our industry is misrepresented in the media.

I hope that you too will want to benefit from HFMA membership. To apply, please complete in full the enclosed Application Form and return it to us. We look forward to hearing from you.

Yours sincerely



Graham Keen  
Executive Director

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### About the HFMA

#### HFMA Mission

“As the authoritative voice of the natural health industry, the HFMA supports the interests of its members with legislators and regulators; promotes industry best practice for product quality and safety; and provides responsible information for consumers.”

#### The HFMA provides:

##### Information:

- Bulletins: Frequent e-mail and postal alerts direct to your business
- Website: Information-rich, password-protected Members' section
- Meetings: Technical & Regulatory Working Group meetings for first-hand expert comment
- Webinars: CLEAR CHECK and current issues with internal and external experts
- Education & Advice

##### Education & Advice:

- Events: A regular programme of practical, educational events
- CLEAR CHECK: Hundreds of companies each year take specialist, and highly cost-effective, advice from HFMA's Primary Authority-accredited CLEAR CHECK service

##### Representation:

- Regular dialogue, negotiation and the building of strong relationships with:
  - Legislators: Government, MPs
  - Regulators: DHSC, DEFRA, FSA, MHRA, BEIS
  - Enforcement agencies: FSA, TSI, CAP/ASA
- Initiatives: other well-considered initiatives - legal opinions, legal action, public petitions etc are used to achieve industry objectives

##### Service:

- Expert Advice: HFMA Advisers, Secretariat and CLEAR CHECK provide expert advice on a huge range of issues
- Primary Authority: the HFMA's members are, by default, part of a Coordinated PA Partnership with Bucks & Surrey Trading Standards

##### Standards:

- The HFMA's Code of Advertising Practice sets out the regulatory framework for specialist health products, and is administered by the HFMA's Primary Authority-accredited CLEAR CHECK service
- The HFMA operates two codes of practice - for Labelling & Advertising and for the maintenance of quality throughout the botanicals supply chain - to ensure that member companies adhere to high standards and offer good quality, safe products to UK consumers

##### HFMA Resources:

- Advisers: gold-standard Political and Public Affairs, Scientific, and Technical advisers supplement the HFMA's in-house expertise
- PR: A specialist Agency and Expert Panel assist with national media
- Partnerships: The HFMA has membership or partnership alliances with the UK Herbal Forum, ESSNA (European Specialist Sports Nutrition Alliance); FPB (Forum of Private Business)
- The HFMA is represented on the Business Expert Group (Food Standards and Labelling); the FSA's Food Industry Liaison Group and Importer Working Group; and the food industry Non-Compliance Roundtable
- International: The HFMA is an active member of its European federation, EHPM, and via EHPM of IADSA (International Alliance of Dietary/Food Supplement Associations)

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### MEMBERSHIP BENEFITS

If your company is not already a member of the HFMA, think seriously about joining. You would be a member of by far the most vocal and proactive trade association in the sector, and we have always gone to extraordinary lengths to try to protect our members' interests. In most situations if we did not do this, nobody would, least of all an individual member company acting in isolation.

#### **10 reasons to join the HFMA**

- 1) Your queries answered - HFMA Secretariat, CLEAR CHECK and advisers are at the end of a phone. You have unrestricted and free access to some of the best technical, scientific, regulatory and political advice that you could wish for, and through the HFMA you have access to our counterpart 'sister' trade associations in 13 other European countries.
- 2) We are constantly fighting for the regulatory 'rights' for the existence of the specific ingredient forms, additives and delivery forms that our members use in their products. Our efforts in this area have been critical.
- 3) At a time when enforcement is stretched, we are keeping a level playing field, ensuring there is a way, through your trade association, to report misleading and unscrupulous competitors that could take sales/market share from you by using unfair or even illegal means. This is happening on a weekly basis.
- 4) We are, on a daily basis, helping our members ensure that their products, adverts and packaging are, and remain, fully compliant with all UK and EU regulations and thereby don't fall foul of the authorities/TSOs etc.
- 5) If issues arise:
  - You get an early warning and timely response if anything is raised by a regulator, or something is on the regulatory horizon
  - If the challenge comes to HFMA first it can be potentially headed off before it even reaches the Company (i.e. we act as a buffer to address the problem)
  - In terms of other companies, we have an internal HFMA system (known as UCI - i.e. Unfair and Illegal Competition), whereby member companies are asked to bring concerns to me and in strictest confidence, about other member companies, rather than approach the regulatory and enforcement authorities. We then try to resolve these issues internally
  - We could also be of help with issues such as ASA investigations and rulings
- 6) We manage the secretariat for All-Party Parliamentary Group on Micronutrients and Health (see: [www.micronutrientsappg.org](http://www.micronutrientsappg.org)) and this helps us to now be better able to influence events in Westminster.
- 7) As a member you receive a constant stream of news updates, 'Media Insider', 'Research Insider' and 'Inside Westminster' bulletins and other mailings, have access to an information-packed members-only section of our website, and the opportunity to attend our quarterly Technical & Regulatory working group meetings.
- 8) Through your membership of the HFMA, you are, at no additional cost, signed up to the Primary Authority Coordinated Partnership with Surrey and Buckinghamshire Trading Standards, and your being part of the PA Partnership provides you with a protective 'shield' that you otherwise might not have.
- 9) You have access to 'HealthyDoesIt', the HFMA's initiative using a new information-rich website serving HFMA members, retailers and consumers, aimed at driving footfall into health stores.
- 10) We are diligent in checking and reviewing media messaging about natural products, good or bad. There are countless times when we have been a voice of reason and balance in an otherwise damaging story in the national media.

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**HFMA MEMBERSHIP**

Applications for HFMA Membership are reviewed by the HFMA Council at its regular meetings.

***Codes of Practice and Guidelines***

HFMA members are required to conform to its Code of Advertising Practice and, where relevant, its Guidelines to Good Manufacturing Practice for Food Supplements.

**How to apply:**

Please read the notes below and then complete in full the enclosed Membership Application Form and return it to HFMA Head Office.

**1. HFMA Code of Advertising Practice (copy attached)**

HFMA's Code of Advertising Practice sets out the regulatory framework for specialist health products, and HFMA members are required to conform to its criteria. HFMA's Code of Advertising Practice Administrators and its CLEAR CHECK service are there to assist you to do this: to present your products to their maximum advantage within the law.

Companies who manufacture/distribute Foods, Foods Supplements, Herbal Remedies, Complementary Medicines, Homoeopathic remedies, Sports Nutrition Products, Natural Cosmetics or Aromatherapy products should include with their Membership Application examples of all current labels, advertising material, price-lists, leaflets and promotional literature.

Prior to the submission of Membership Applications to the HFMA Council, this material is checked by HFMA's Code Administrators for compliance with its Code of Advertising Practice, and the application is presented to the HFMA Council at its next Council meeting.

**2. HFMA Guidelines for Good Manufacturing Practice for Food Supplements (copy of Checklist attached)**

All applicants for HFMA membership who manufacture relevant products must also agree to comply with the requirements of its Guidelines for Good Manufacturing Practice for Food Supplements (similar compliance is required where some or all of the applicants' products are contract-manufactured). A Check-list covering the essential components of the Guidelines is enclosed which all applicants should complete and enclose with their Membership application (a full copy of the Guidelines is provided free of charge to all new members).

**3. The HFMA's coordinated Primary Authority partnership**

The HFMA has a Primary Authority partnership with Buckinghamshire & Surrey Trading Standards with the aim of further solidifying its position as the go-to experts on regulation within the natural health industry. The partnership, which gives a statutory status to advice procured by the HFMA from their primary authority partner, means that the association can seek 'Assured Advice' from Buckinghamshire & Surrey Trading Standards on the industry issues of significance to its members, giving members access to a greater level of protection and advice in an ever-changing and uncertain regulatory environment.

Bucks & Surrey Trading Standards were selected, aside from the obvious reason of geographical location, because of their previous experience in coordinated partnerships and their work with other industry trade associations, and most importantly because of their deep understanding of the food sector.

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## HFMA 2022 MEMBERSHIP SUBSCRIPTION RATES

### FULL MEMBERS

Subscription rates for full members are based on turnover bands and the appropriate fees are given overleaf.

Definitions are:

- 'Turnover' is defined as 'turnover from specialist health products in the UK and all EU & EFTA Member States (EFTA incorporates Iceland, Lichtenstein, Norway and Switzerland) together with all sales to the Channel Islands'
- 'Specialist Health Products' includes food supplements; health foods including organic foods; functional foods; foods for particular nutritional uses; herbal products; natural remedies; homoeopathic products; sports nutrition products; natural cosmetics & toiletries; aromatherapy products
- Turnover relates to the Member or applicant company's turnover for the financial year prior to the year to which the subscription level applies (e.g. 2022 subscription is based on 2021 turnover)
- Exceptions to these rules are where the company is a UK subsidiary of a parent company based elsewhere in the EU/EFTA or where the company is based outside the UK and has no UK-based operation; in these cases, 'turnover' relates to sales in the UK and Channel Islands

Only Full Members enjoy voting rights on HFMA issues (e.g. Council elections; proposed changes to the Constitution).

### ASSOCIATE MEMBERS

This category is open for:

- Either suppliers of specialist health products who do not have an EU subsidiary
- And/or companies that have less than 10% of their turnover in specialist health products (NB the Associate category is no longer open to Wholesalers or Raw Material suppliers unless they comply with either of the above criteria)

Subject to approval by HFMA Council Members:

- Associate Members from outside the EU, EFTA or the Channel Islands may, at any time after one year of membership, apply to become a Full Member if they have either established a UK subsidiary or can demonstrate a UK turnover in natural health products
- Associate Members may apply to become a Full Member at any time after two consecutive years of being an Associate Member

### AFFILIATE MEMBERS

This category is for 'service providers' to health product suppliers (e.g. lawyers, publishers, consultancies, agencies). Affiliate Members cannot become Full Members.

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**MEMBERSHIP APPLICATION FORM**

Please tick the appropriate turnover band, sign the declaration and return this form, fully completed to: [hfma@hfma.co.uk](mailto:hfma@hfma.co.uk)

BAND	TURNOVER	2022 SUBSCRIPTION	VAT (20%)	TOTAL	PLEASE TICK
1	Under £50,000	£660	£132	£792	
2	£50,000 - £250,000	£1,690	£338	£2,028	
3	£250,000 - £500,000	£3,370	£674	£4,044	
4	£500,000 - £1 million	£4,985	£997	£5,982	
5	£1 - £3 million	£6,975	£1,395	£8,370	
6	£3 - £5 million	£9,240	£1,848	£11,088	
7	£5 - £7 million	£10,925	£2,185	£13,110	
8	£7 - £10 million	£13,745	£2,749	£16,494	
9	£10 - £15 million	£15,915	£3,183	£19,098	
10	£15 - £20 million	£17,785	£3,557	£21,342	
11	£20 - £30 million	£22,945	£4,589	£27,534	
12	Over £30 million	£24,855	£4,971	£29,826	
13	ASSOCIATE	£3,505	£701	£4,206	
14	AFFILIATE	£2,185	£437	£2,622	

I confirm that the HFMA subscription rate ticked as above is applicable to my company for 2022	
Position in Company	
Name of Company	
Company Number	
VAT Number	
Address	

Please do not enclose payment with your application. We will contact you if your application has been accepted. Payment can be made by Cheque, Credit Card or BACS (in sterling or Euro) or by Direct Debit. Band one invoices must be paid in full before membership is processed.

TELEPHONE NO	
EMAIL ADDRESS	
WEB ADDRESS	
MANAGING DIRECTOR'S NAME EMAIL ADDRESS	
CONTACT NAME FOR TRADE ENQUIRIES JOB TITLE EMAIL ADDRESS	
CONTACT FOR ACCOUNTS EMAIL ADDRESS	
BRIEF DESCRIPTION OF BUSINESS ACTIVITIES (up to 50 words for insertion in our members list guide)	
CATEGORIES OF PRODUCT (Please describe according to code overleaf)	
CATEGORY OF MEMBERSHIP	FULL / ASSOCIATE / AFFILIATE
DO YOU HAVE AN AER (ADVERSE EVENT REPORTING) SYSTEM IN PLACE?	YES / NO
IF RECOMMENDED TO JOIN THE HFMA, PLEASE SPECIFY BY WHOM	
IT WILL HELP US TO KNOW YOUR EXPECTATIONS FROM MEMBERSHIP OF THE HFMA	1.
	2.

**PRODUCT CATEGORIES - PLEASE USE THESE CODES FOR THE QUESTION ON THE PREVIOUS PAGE**

	<b>Manufacturing</b>	<b>Marketing</b>	<b>Contract Production</b>
Aromatherapy	A1	A2	A3
Foods	B1	B2	B3
Drinks	C1	C2	C3
Confectionery	D1	D2	D3
Special Diets	E1	E2	E3
Sports Nutrition	F1	F2	F3
Food Supplements	G1	G2	G3
Complementary Medicines	H1	H2	H3
Cosmetics and Toiletries	J1	J2	J3
Publishing	K1	K2	K3
Wholesaling	L1	L2	L3
Raw Materials	M1	M2	M3

**Extracts from the HFMA Articles of Association:**

Membership is open to any partnerships, companies and other registered businesses engaged in the manufacture or marketing of specialist health products if they:

1. apply to the Association in the form required by the Council Members;
2. meet the relevant trading criteria for the class of membership to which they apply and
3. are subsequently approved for membership by the Council Members

Membership of the Association shall be divided into the following classes of membership

1. Full Members, being those who shall have a substantial part of their business in the manufacture and/or marketing of specialised health products;
2. Members from Outside the European Union, being those who are engaged in the manufacture and/or marketing of specialist health products outside of the European Union but who do not have any such subsidiary within it;
3. Associate Members, being those who are engaged in the manufacture and/or marketing of specialist health foods but to the extent that this represents less than 10% of their business; and
4. Affiliate Members, being those who are engaged in providing services to UK health food supply companies.

All members shall pay to the Association on election, and as called upon in every subsequent year, a subscription of such amount as the Council may determine from time to time.

Subject to approval by the Council Members, Members from Outside the European Union may, at any time after one year of membership, apply to become a Full Member if they have either established a UK specialist health food manufacturing or marketing subsidiary or can demonstrate a UK turnover level [at least equivalent to the lowest subscription banding rate applicable to Full Members at the time of application].

Associate Members may apply to become a Full Member at any time after two consecutive years of being an Associate Member.

Membership is personal to the member company and is not transferable to or exercisable by anyone else.

Every Full Member shall have one vote. All other members may attend and speak at meetings but shall not be entitled to vote.

No member shall be entitled to vote at any general meeting or at any adjourned meeting if they owe any money to the Association.

**GOOD MANUFACTURING PRACTICE**  
**SELF-CERTIFICATION CHECKLIST**

<b>MANUFACTURING</b>		<b>COMMENTS</b>
1.	Manufacturing processes are clearly defined, validated and documented	
2.	Procedures protect against contamination between production runs of different products	
3.	All personnel involved in manufacturing are appropriately trained	
4.	Premises where products are manufactured and stored are clean, well maintained and free from sources of contamination	
5.	All necessary equipment and relevant services are suitable for their intended use	
6.	All procedures, including cleaning procedures, exist in writing and have been approved by a senior manager	
7.	Procedures are understandable and applicable to the premises where manufacturing will take place	
8.	Suitable provision has been made for storage of all materials used	
9.	Written specifications exist for all products you manufacture or distribute	
10.	Records are kept for each stage of manufacture and distribution, to show that procedures were followed	
11.	Records are kept to record that the specified quality and quantity of product was produced	

**DISTRIBUTION**

12.	Records are kept to ensure traceability from starting materials to finished products	
13.	You have a product recall procedure and this procedure is regularly tested to prove its efficacy.	

**WAREHOUSING**

14.	You check incoming goods against your order	
15.	You label all material with its identity and a batch number	
16.	You segregate batches during storage, manufacturing or other processing	
17.	You keep accurate stock records	

18.	You store the goods in premises that are secure from contamination	
19.	Shelf Life: records of stability trials to support the given shelf life are kept.	
20.	Stock Rotation: an agreed and effective system of stock rotation is operated.	

**QUALITY CONTROL**

21.	All raw materials, in-process and finished products are sampled by an adequately trained member of staff in accordance with GMP guidelines	
22.	All samples are tested to ensure they meet the required specifications, including purity, identify of ingredients and product specification	

**GENERAL**

23.	You have procedures for dealing with and recording complaints.	
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COMPANY NAME	
COMPANY ADDRESS	
NAME OF MANAGING DIRECTOR/CEO	
NUMBER OF STAFF	
DO YOU MANUFACTURE YOUR OWN PRODUCTS? YES/NO IF NO, GIVE THE NAME AND ADDRESS OF THE COMPANY WHO CONTRACT MANUFACTURES FOR YOU	
IS YOUR COMPANY ISO ACCREDITED? YES/NO IF YES - GIVE DATE AND NUMBER OF ACCREDITATION.	
IS YOUR CONTRACT MANUFACTURER ISO ACCREDITED? YES/NO. IF YES - GIVE DATE AND NUMBER OF ACCREDITATION.	

**DECLARATION:**

I CONFIRM THAT FOR THE MANUFACTURE OF MY COMPANY'S FOOD SUPPLEMENT PRODUCTS MY COMPANY/MY CONTRACT MANUFACTURER OPERATES A SYSTEM OF GOOD MANUFACTURING PRACTICE, WHICH ACCORDS WITH THE HFMA GMP CHECKLIST AND WITH THE HFMA GUIDELINES FOR GOOD MANUFACTURING PRACTICE FOR MANUFACTURERS OF FOOD SUPPLEMENTS.

I also confirm that I understand that membership of the HFMA does not confer legal or regulatory approval/accreditation for my company, individual products and/or product categories

I hereby confirm that the information provided herein is accurate, correct and complete and that the documents submitted along with this application form are genuine.

Signed:..... Date:.....

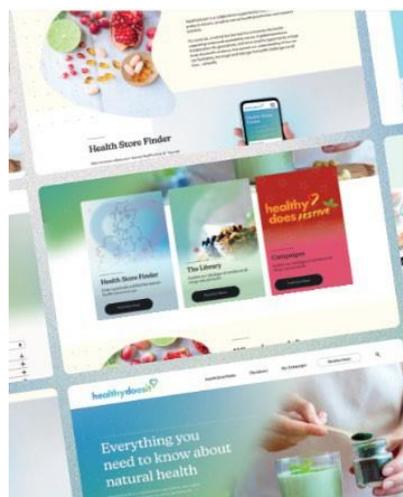
By signing this document you agree to HFMA's Privacy Policy which can be found on the HFMA website <https://www.hfma.co.uk/wp-content/uploads/2018/05/hfma-privacy-policy-2018.pdf> or request a copy by email ([hfma@hfma.co.uk](mailto:hfma@hfma.co.uk)) or post (1 Wolsey Road, East Molesey, Surrey KT8 9EL).



## HEALTHYDOESIT: Increasing consumer knowledge of natural health products

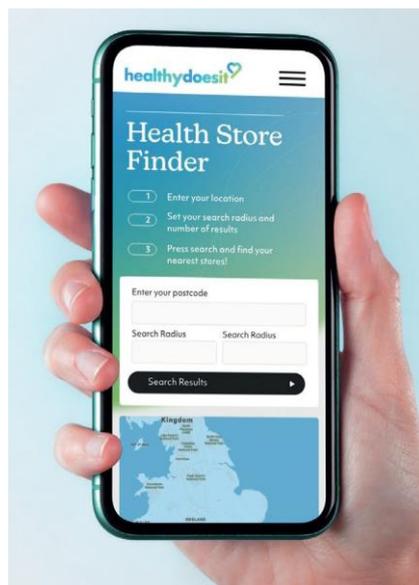
### Background:

In the spring of 2020, HealthyDoesIt was borne from a vision to keep natural products at the forefront of consumer thinking. More than that, it was created as a focal point for HFMA members, retailers and consumers, without direct commercial sell, aimed at driving footfall into high street health stores.



The HealthyDoesIt website is a source of natural product information that is **trusted, reliable and accurate**, taking the consumer on a journey to key areas; find a health store, the library, plus news and research information.

Our consumer campaigns engage key stakeholders, pulling together resources and reaching out to retailers. Giveaway-led campaigns that drive consumers to the website, and expert-led content provides consumers with scientifically accurate information to encourage health and wellness.



### The evolution of HealthyDoesIt:

- **End of March 2020:** Key HFMA figures recognise the need for an online consumer resource that was trusted, reliable and accurate.
- **April:** The NAHS and HFI engage with HealthyDoesIt, providing information. The team of Health Experts is created. HFMA members support.
- **May 2020:** 2 week content build: 90 features, 60,000 words. "Health Store Finder" created.
- **June/July:** Launch at the HFMA AGM
- **August/September 2020:** Industry Consumer hard launch.
- **September to December:** Awareness Campaign
- **Jan 2021:** New Year's Revolution Campaign. Headline expert: Suzie Sawyer. Creative: Expert Videos, Social campaign, consumer quiz. Start of consumer database.
- **March:** Volunteer Health Writers providing content. Training, insight and instruction about health writing is offered to nutritional practitioners.
- **May/June:** HealthyDoesDigestion:
- **July/August:** HealthyDoesJoints Campaign.
- **September/October:** HealthyDoesOrganic. Strengthened consumer giveaway, covering themes across foods, beauty plus supplements and botanicals. Bespoke content.
- **November/December:** HealthyDoesFestive. Increased Expert content. Stronger consumer giveaway with bigger paid social spend. Increased promotion of the health store finder on the website to help drive footfall into health stores.
- **Jan/Feb 2022:** HealthyDoesVegan. Extended partnership working for content innovation.
- **April/May 2022:** HealthyDoesMenopause

### How you can get involved:

- HFMA Members with product sold in health stores can contribute product to the giveaways
- HFMA Members can submit generic content, with a sound scientific foundation, for inclusion on the HealthyDoesIt website
- Align instore marketing with HealthyDoesIt campaigns
- Promote HealthyDoesIt via social platforms, and B2B, B2C newsletters.

### Who to contact:

- Strategic planning - [esther@hfma.co.uk](mailto:esther@hfma.co.uk)
- Retailer engagement - [theresa@hfma.co.uk](mailto:theresa@hfma.co.uk)
- General enquiries - [hello@healthydoesit.co.uk](mailto:hello@healthydoesit.co.uk)

## CLEAR CHECK

COPY • LABELLING • EDUCATION • ADVERTISING • REGULATION

CLEAR CHECK can help you navigate the regulatory minefield in one of the world's most complex industries. Hundreds of companies each year receive specialist, and highly cost-effective, advice and HFMA member companies enjoy beneficial hourly rates.

- ✓ Publicity, advertising and promotion are vital to the successful marketing of specialist health products - but, the regulatory framework is highly complex
- ✓ There are detailed and specific requirements for the various different categories of specialist health product - foods, food supplements, herbal and homoeopathic products, cosmetics, etc.
- ✓ Failure to tailor labelling, advertising and promotional material to UK regulatory requirements is a certain route to market failure
- ✓ CLEAR CHECK's aim is to achieve the maximum marketing advantage for the product within the law - and in particular the maximum permissible information to the consumer
- ✓ To have labels or marketing materials reviewed by CLEAR CHECK, please send copies to [clearcheck@hfma.co.uk](mailto:clearcheck@hfma.co.uk) for a quotation. Compliant labels are signed and stamped to indicate accordance with the HFMA Code of Advertising Practice which is assured by our Trading Standards Primary Authority. The HFMA review is recognised by major retailers, providing users of the service with a defence of having taken all reasonable precautions and exercised all due diligence before launching a product to market
- ✓ Amongst a broad range of services, CLEAR CHECK can liaise with other EHPM member Secretariats to provide market specific advice for EU member states and can also provide tailored training to suit needs.

CLEAR CHECK's Code of Practice Administrators have over 40 years of combined experience offering advice to companies seeking help with understanding the complexities of the regulatory minefield before them and administrating the HFMA's Code of Advertising Practice.

- Gwyneth Massey BSc (Hons) Biochemistry, MRSB, CBiol
- Dr Katie Burren PhD Neural Development and BSc (Hons) Biochemistry
- David Kay MSc Food Policy, BSc (Hons) Food Studies, DCATS
- James Connell, RNutr (AFN Public Health), BSc (Hons) Applied Human Nutrition

SERVICE FEE (applicable from 1 January 2022)	
HMFA Member	£86.00 per hour + VAT
HFMA Non-Member	£165.00 per hour + VAT
Telephone Enquiries	First 10 minutes (5 minutes for non-members) of initial enquiries are not chargeable. After that, the hourly rate applies.
<p>Service required at very short notice will attract a surcharge of 35% of the Net invoice amount + VAT. Please contact the CLEAR CHECK team for further details.</p> <p>Invoices are submitted monthly and must be settled within 30 days. First time users of the service will require pre-payment via pro-forma invoice.</p> <p>CLEAR CHECK aims to return comments within 10 working days, but this can increase during times of heavy work load or during staff holidays'</p>	

<p>PRIMARY AUTHORITY PARTNERSHIP WITH</p>  	<p>Surrey and Buckinghamshire Trading Standards have assessed CLEAR CHECK service for its food standards support and concluded that <i>"The quality level has been independently reviewed and in our opinion is likely to provide users of those services with a defence of 'having taken all reasonable precautions and exercised all due diligence'..."</i>. Please contact CLEAR CHECK for further details.</p>
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