

# Newsletter

Autumn '24 Edition

**In this edition:**

# Exciting Brand Change Announcement!

You should all hopefully be aware and have received correspondence via your Account Manager regarding the brand change that has taken place in the recent weeks.

DCC Health & Beauty Solutions is now HBI Health & Beauty Innovations. This rebranding reflects our commitment to our customer's continued growth, innovation, and our dedication to providing you with the highest quality health and beauty products.

## Why the Change?

Our new name, Health & Beauty Innovations, embodies our vision of leading the industry with sustainable, cutting-edge product solutions and exceptional service to you. We believe this change better represents our mission to enhance the focus in the health, well-being, and beauty space through innovative products. We also wanted to make it easier for you to recognise the portfolio of companies under the HBI umbrella, so that you can better take advantage of the range of capabilities we have in our various geographies.



SUSTAINABLY EXCEEDING EXPECTATIONS

## What Does This Mean for You?

Rest assured, while our name is changing, our core values and dedication to you remain the same. We do plan to take advantage of our scale and 'Robin Hood' (steal shamelessly) the best practices we have across our facilities so that you receive the highest common denominator in both premium quality, on-time deliveries and breakthrough innovation. You will start to see enhanced offerings and improved levels of service in the months to come as we converge on an approach that works best for you.

As part of this activity Laleham is being re-branded to be known as 'HBI Laleham', with a new logo and **our email addresses have changed** to the following format vicky.hart@hbilaleham.com. **Please remember to add us to your 'safe senders' list.**

Please note there is no change to our legal names of 'Laleham Health and Beauty Limited' or 'Design Plus Health and Beauty Limited' and all existing email formats will continue to work.

## Looking Forward...

As HBI, we are excited about the future and the opportunities it will bring. We are committed to pushing the boundaries of health and beauty, and we look forward to bringing you new and improved products and a level of service that genuinely exceeds your expectations.

**We want to take this opportunity to thank you for your continued partnership and loyalty.**



# Regulatory Updates - Cosmetics

## EU DEFORESTATION REGULATION (EUDR) / (EU) 2023/1115

On 29 June 2023, a new European Union regulation came into force aimed at reducing the impact of the EU market on global deforestation and forest degradation.

The EUDR covers seven commodities: **cattle, cocoa, coffee, oil palm, rubber, soya, and wood**, as well as many derived products listed in the Annex I. The regulation states that products mentioned in Annex I (above commodities) cannot be placed on the EU market unless they fulfil certain criteria.



As clarified by the European Commission, the EUDR **does not** apply to finished cosmetic products as they are not among the products included in Annex I. However, it might apply to certain raw materials used as cosmetic ingredients, such as palm oil, consequently affecting the supply chain.

Our Regulatory Team are actively engaging with the raw material suppliers to confirm if any of the purchased raw materials are in scope of this new legislation and if so when they will be able to provide due diligence statements.

Upon feedback received from international partners about their state of preparations, the European Commission has proposed to delay the implementation of the law.

If approved by the European Parliament and the Council, it would make the law applicable on:

- 30 December 2025 for large companies, and
- 30 June 2026 for micro- and small enterprises.

# Extended Producer Responsibility – Revised material base fees for producers

The implementation of EPR Packaging fees has been deferred with basic material based fee payments now due to commence in October 2025. The fees charged will be based against reported 2024 ‘household packaging’ data and will include charges related to Waste Management fees, System Administrator costs, and Environmental Agency regulator registration charges.

Defra have released a revised EPR illustrative base fees for 2025/6 providing updated narrower material fee bandings. The base fee structure currently covers the fee elements related to Scheme Administrator charges and indicative Waste Management fees for each material type.

Material	Low (£/tonne)	Intermediate (£/tonne)	High (£/tonne)
Aluminium	320	405	605
Fibre-based composite	355	450	565
Paper or board	135	190	250
Plastic	360	425	520
Steel	220	265	330
Wood	145	240	340
Other	180	205	240
Glass	110	175	215

Figure 1.0 - Updated illustrative EPR base fees published 30th September 2024

In the interim Brand owners as ‘Producers’ continue to be obligated to report their packaging data through the Report Packaging Data online portal. The next data reporting deadline is 1st April 2025 (reporting period 1st Jul – 31st Dec 2024) for ‘large’ businesses.

Laleham will continue to support with the provision of material usage reports bi-annually via your customer service contact.

Additional ‘eco modulated’ fee structures will be expected from 2026 ensuring that packaging materials with a lower environmental impact are the least expensive for producers to use. Modulated fees aim to discourage use of the unsustainable materials, reduce landfill waste and resulting CO2 emissions. Updates regarding packaging materials subject to additional modulation and clarification of any additional material sub-categories are expected imminently, allowing reporting against additional modulation within 2025.



# Site Investments - Project Shield Update

The New Hygiene Area is now OPEN...



 **Project Shield**  
Protecting our colleagues, our  
contractors & our products



We have finished the commissioning of the new Hygiene area at Kirkham, and it is now fully operational. The new area provides double the amount of room to clean equipment and has 5 separate rooms, which dramatically reduces the risk of cross contamination.

Over the last 12 months we have installed a new manufacturing suite, a new pharmaceutical dispensary and a new Hygiene area. Over the next 8 months we will also be completing work on a new warm room, new cosmetic dispensary and a new changeover as part of our commitment to ensure we have world class facilities. If you would like any more information, please do get in touch...



# Dalia Geneidi Appointed As Quality Director



Dalia joined Laleham Health & Beauty Kirkham site back in mid-2017 and had responsibility for the Quality dept including QC, QA, Validation and QP activities. In April 2024, Dalia was promoted to Quality Director with overall responsibility for Quality across the three sites (Kirkham, Alton and Design Plus).

Prior to joining Laleham, Dalia gained a wealth of experience which spans 20 years at different pharmaceuticals companies.

Dalia's vision is to standardize the quality systems and processes across the three sites and to maintain a robust Quality Management Systems (QMS) that will enable LHB to continue producing products of high quality, safe and effective. This high standard allows us to reach the highest customer satisfaction as well as meeting product's regulatory requirement.

Mark Crawley continues to be our Technical Director/ QP based at our Alton site and is available Monday – Wednesday.

# Anniversary Celebrations July 2024

As part of our year of celebrations, our Kirkham Laleham site celebrated their 10-year anniversary with a week of fun. We started the week with free breakfasts to get our energy levels up in readiness for taking 47 children around the site. The children had activities in the lab creating their own bubble bath and they filled their own moisturiser in Production on PR5.

We then had the Great Laleham Bake off – an opportunity for our colleagues to demonstrate their baking prowess, the entries were all delicious and were sold off for charity donations. We also had a Laleham quiz and spin the wheel with 55 prizes being won during the event. Finally, to cap the week off, we had a great event at a local pub and included a BBQ and live band - it was fantastic, just like the weather!

Our Alton site also celebrated our forthcoming 20 year anniversary with a celebration at a local pub, enjoyed some live music, delicious food and a few drinks with their colleagues and family members!





# Message from Customer Services Director



As you all will know, every year we reach out and ask for your thoughts on the service we have provided over the year by requesting you complete our annual **Laleham Health & Beauty Customer Satisfaction Survey**. In more recent years, these surveys have been quite detailed and lengthy and been issued via email with an excel attachment for you to complete and send back.

This year we will be changing our approach slightly by simplifying and reducing the number of questions asked and the survey will be issued as a **Microsoft Form** hopefully making it much easier and quicker for you to reply to. As always, if you would prefer to complete the survey in person or on a Teams call, please let us know and we can make the necessary arrangements.

Although we are in November, the seasonal holidays will soon creep up on us. We can confirm that our warehouses will close on Christmas Eve and reopen on 2nd January 2025.

A handwritten signature in black ink, appearing to read 'Vicky Hart'.

Vicky Hart, Customer Services Director

If you would like to feedback on the newsletter content, please contact Vicky Hart on [vicky.hart@hbilaleham.com](mailto:vicky.hart@hbilaleham.com) or your Account Manager.

For the latest updates from HBI Laleham, please refer to our website [www.hbilaleham.com](http://www.hbilaleham.com) and join us on LinkedIn.