

the team that delivers

You can tell a lot about a firm by the company they keep. We have put together a strong team of dedicated professionals to manage every aspect of our business with you in mind to ensure that we live up to the high standards we set. **Our goal is to deliver high quality ingredients to any location around the world** with best in class service to create winning partnerships for the long term together.



contact us

the ingredient house
120 Applecross Road, 2nd Floor
Pinehurst, North Carolina 28374
t 910.693.0037
f 877.542.4844

info@theingredienthouse.com
www.theingredienthouse.com



about the ingredient house

Our company has been established since 2006 and is today a **recognized name in the food ingredient market** and is well known as a trusted provider of high quality ingredients to the global food, beverage and pharmaceutical industries. In 2013 our business is proud to be able to say that we supply some of the world's largest brands in around twenty different countries demonstrating our ability to provide that special combination of high quality service and consistently reliable quality.

Whilst operating from our headquarters in Pinehurst, North Carolina in the USA, we have team members also located in other parts of the USA, as well as the UK, Italy, and China who as a team collectively bring many years of rich experience operating in market segments that we now are focused upon giving our customers the benefit of dealing with **experts within our field**. Our model is quite different to that of a typical distributor in that we select our manufacturing partners with very strict criteria required by the world's largest brands. We then invest resources into our manufacturing partners to ensure that production for our customers always meets specification and can be consistently relied upon. In return for the investment of our resources our manufacturing partners assign us certain rights to represent them acting as their sales and marketing team.

In essence there are many things that make us stand out from the crowd but perhaps the most central is our unwavering determination to grow our business with a very strict set of standards that never sees us sacrifice quality for any reason coupled with our service to customers that is unrivaled in our industry. We are capable of supplying customers who range in demand from one box to those who buy in full containers, those who buy standard grades to those who require custom milled products or custom pack sizes reflecting our belief that our customers are king and that our task as a supply chain partner is to solve problems with consistently reliable solutions. In our company we have adopted a vision that our team operates upon every single day - **we deliver upon what we promise**.

Our business is focused upon a few select product ranges where members of the team have **relevant** experience that contributes towards making customer solutions that can be consistently relied upon. We are confident that our approach to quality delivers value added service to our customers because they know our service and reliability can be trusted week after week. This reliability and high quality service is why today The Ingredient House is continually adding new customers in new countries around the world and are viewed by many customers as their partner of choice.

what we do

quality you can rely on

The Ingredient House seeks to set the highest standards in quality of the products it offers. We insist that our manufacturing partners adhere to international standards of Quality Assurance, Food Safety and HACCP, as well as achieving certification under ISO 22000 or BRC.

The Ingredient House does not stop there. TIH has experienced staff who ensure compliance to the standards set with comprehensive audits, external lab testing, and detailed follow up on agreed actions. TIH also supports its manufacturing partners to achieve excellence in Environment Care, Social Responsibility, Sustainability, and Continuous Improvement in all areas.

The Ingredient House concepts of Quality, Environment, Sustainability and Compliance are combined in a unique and comprehensive **Gold Shield Process** which ensures your standards are met on all the key elements that are important to you.

global customer care

The Ingredient House has developed its ability to service customers to the highest standards. Our company takes care to understand its customer's requirements and to **deliver Right First Time, Every Time**.

The Ingredient House delivers around the world and around the clock to countless destinations in a flawless and precise manner. Attention to detail by the experienced Ingredient House team is what sets us apart and makes us a pleasure to work with. The team prides itself in its systematic processes but also in its ability to be flexible when the customer needs change.

Technical and Marketing services are offered to customers to assist in a wide range of activities such as market analysis, trends or formulation assistance.

The Ingredient House has facilities in the USA, Europe and Asia for custom packaging, blending or milling of ingredients. Our company is also experienced in custom sourcing of new products and materials. This gives more flexibility to the customer and with the security of knowing that all our activities are covered by our comprehensive quality policies.

focused range of products

The Ingredient House focuses on a small number of important products. We become part of your strategic supply chain team and bring you market data about the category to enable you to assess trends and make the best decisions for your company. **Our focus becomes your strength**.



quality you can rely on:

the gold shield process

quality systems and continuous improvement

- Achievement of quality systems to international standards such as ISO9001, BRC
- Effective traceability systems
- TIH support and training for all of our manufacturing partners

food safety and security

- Achievement of food safety standards such as ISO 22000, GFSI, HACCP, GMP
- TIH is a supporter of customs-trade partnership against terrorism
- Food safety modernization act incorporated

customer requirements and customer service

- Meeting your requirements with attention to detail
- Flexibility when you need it
- The Ingredient House takes great care with every order



sustainability, environmental care, and social responsibility

- Managing our resources carefully
- Proactive environmental care
- Social responsibility to comply with international standards

risk / crisis management and insurance

- Risks to quality or business interruption identified and solutions implemented
- Systems in place for rapid response to any crisis
- Relevant insurance to cover our customers in the unlikely event of a crisis

compliance, analysis and testing

- Systematic auditing to ensure we comply with our procedures
- High product purity with HPLC testing
- Independent labs routinely checking our products



global customer care: serving customers to the highest standards

understanding your requirements

- Listening to your needs
- Understanding your processes
- Taking action to meet your requirements

custom sourcing

- Our team has experience with a wide range of ingredients
- TIH has extensive contacts and relationships
- TIH has access to milling, blending and other custom processes

customer service

- Attention to detail throughout the process
- Responding quickly to customers needs
- Flexibility when your needs change

global reach

- Global deliveries on time every time
- Our experienced team takes care of your deliveries
- Systematic approach



focused range of products: the ingredient house products

RightSweet™

High Intensity Sweeteners

Acesulfame K
Aspartame
Cyclamate
Luo Han Guo
Saccharin
Stevia
Sucralose

RightFiber™

Soluble Fibers

FOS (Fructo Oligo Saccharide)
Inulin
Polydextrose

RightHydro™

Hydrocolloids

Agar-Agar
Carrageenan
Cellulose Gel
Croscarmellose Sodium
Guar Gum
Propylene Glycol Alginate
Sodium Alginate
Xanthan Gum

RightSweet™

Polyols, Sugar Alcohols

Erythritol
Maltitol
Mannitol
Sorbitol
Xylitol

RightFiber™

Insoluble Fibers

Bamboo Fiber
Cellulose Fiber
Corn Bran
Oat Fiber
Soy Fiber
Wheat Fiber
Cottonseed Fiber
Sugarcane Fiber
Apple Fiber

Other

Agave Syrup
Cooling Compounds
Caffeine
Preservatives
Rare Sugars (L-Arabinose)
Vitamins