
Statement from Emily Wright

Peterson, Alexandra <alpeterson@doterra.com>
To: Miles Jordens <miles@holisticessentials.ca>

Fri, Jun 10, 2016 at 6:45 PM

Mr. Jordens,

Please find a statement below from one of our Founding Executives, Emily Wright. Thank you for allowing this statement to accompany the test results you will publish this Monday, June 13th.

Kindly,

Alex Peterson

Corporate Relations

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dōTERRA

The results of recent independent studies unveiled there are no impurities or synthetics found in the two doTERRA products that were selected for testing, Deep Blue Soothing Blend and On Guard. The tests did, however, identify inaccuracies in the labels on these products, which have now been resolved.

doTERRA manages over 1,000 labels spread amongst an ever-growing number of countries in 13 languages to keep up with our global demand as we have become the world leader in essential oils. We take our quality control and quality assurance processes very seriously. Each and every batch of essential oil undergoes a battery of tests conducted by our own state-of-the-art laboratory as well as independent laboratories where we draw upon the expertise of scientists who are well-versed in the field of essential oil chemistry and analysis to ensure any product that is introduced to doTERRA's inventory is not only pure, but also is carefully sourced from regions around the globe for potency.

We strive for complete transparency with our members and customers. Therefore, we feel it is important to notify you of two label changes that are forthcoming. In addition to the findings of the independent studies, we discovered in a recent label audit that Deep Blue Soothing Blend and On Guard Protective Blend require correction. Both blends are original products that were introduced at doTERRA's launch in 2008.

When doTERRA was newly formed and Deep Blue was introduced, ylang ylang was mistakenly omitted from the label. Although a minor component in this blend, it offers soothing comfort to reduce the effects of daily stress. Certainly

we want our many members and customers to know Deep Blue included this beautiful oil as it contributes to the overall efficacy of this balanced blend. As we have reviewed our records, it appears that this was a clerical error that went unnoticed for many years. Our quality control and quality assurance processes have ensured that each and every oil included in this blend was carefully scrutinized and have relied upon internal documentation for verification and blending purposes. Once the audit discovered the omission of ylang ylang from the marketing label, our Product Information Pages were immediately updated to reflect the complete formula and labels are being updated as well.

Our label audit also determined an update to doTERRA's On Guard Protective Blend label is necessary. The raw materials sourced from *Cinnamomum zeylanicum* include two parts of the tree: cinnamon bark and leaf. Several years ago, only cinnamon oil was included on the label. When the label was updated to include the plant parts, pursuant to international INCI requirements, only bark was included and the leaf was overlooked. This oversight is now corrected. The inclusion of cinnamon leaf oil helps doTERRA achieve the desired efficacy for On Guard as it contributes additional analgesic and antioxidant properties to the blend. The On Guard Protective Blend Product Information Page has been updated to include cinnamon leaf (as well as cinnamon bark) and product labels are now being updated.

We sincerely apologize for these two oversights. We honor the relationship of trust we have established with our many members and customers worldwide and take our quality processes very seriously. We will continually make improvements to our processes as we set a quality standard that is unsurpassed.

Sincerely,

Emily Wright