



STATEMENT ON PROVISION OF SERVICES TO CUSTOMERS

Introduction

Minerva Scientific Ltd is an analytical testing facility providing various technical services to companies operating worldwide. Services include technical advice and consultation on a wide range of food and pharmaceutical science and technology issues, analytical enquiries and a wide range of physical and chemical analysis.

This statement summarises our approach to routine chemical analyses performed by the Laboratory. It defines the responsibilities of the Laboratory and its Customers to enable samples to be analysed as quickly as possible and results to be reported correctly within agreed timescales. All other issues/enquiries will be dealt with as they arise, and completion dates will be agreed between the Laboratory and the Customer. Unless agreed otherwise, it will be assumed that the reporting times quoted in this agreement are applicable to all routine analyses. It is our target to meet the turnaround times quoted in this agreement for >90% of samples analysed.

The Laboratory management team are obliged to operate in the most efficient manner for the benefit of all its Customers. Priorities are set by negotiation between Customer and the Laboratory. It is the responsibility of the Laboratory Management Team to set priorities between competing Customers with due regard to the most efficient use of available resources and equipment.

Customer Responsibilities

It is the responsibility of the Customer to:

1. Provide a documented request for analysis for each sample submission, clearly stating Customer identification, the required analysis (along with specific methodology if required), sample identification with reference numbers (where applicable) and target completion dates if results are required urgently. If no target date is specified it will be assumed that the samples are routine samples.
2. Provide all testing information. Incomplete requests will result in the samples automatically having low priority. If it is necessary to contact a Customer to obtain additional information to complete the analytical request, the analysis will be delayed until the required information has been obtained.
3. Give the Laboratory reasonable notice of abnormal types of analysis or abnormal increases or decreases in sample numbers. If this is not done and equipment, consumables or personnel resources may not be available to commence the work, and testing will only commence when enough resources become available.
4. Supply the Laboratory with a list of specifications for samples submitted (where applicable).
5. Supply the Laboratory with a list of key contacts for reporting out of specification results, including out of hours contacts if so desired. It is the customer's responsibility to keep this list up to date and notify the Laboratory of any amendments.
6. Complaints concerning quality of service or any other matters should be sent in writing to the Quality Manager, and preferably within 7 days of the incident causing the concern or complaint.



Laboratory Responsibilities

It is the responsibility of the Laboratory to:

1. Operate the analytical services in the most efficient manner for all Customers, complying with ISO17025 or GMP as appropriate, within our agreed budget, and respect agreed reporting times. If agreed reporting times cannot be met due to staff absence, equipment failure, or other work having a higher priority, the Laboratory must inform the Customer as soon as possible after receipt of the sample and keep the Customer informed on the progress of their work and expected completion dates. The Laboratory will make every attempt to satisfy any reasonable request for an unusually rapid response.
2. Contact the Customer if there are any queries concerning the samples received or tests required.
3. Advise Customers and obtain their agreement in those instances in which samples are sent to an external laboratory for examination. Normally this is done when the Laboratory is not equipped to undertake those determinations.
4. Provide a forum for technical review and feedback of work undertaken with Customers.
5. Respond to written complaints in writing within 10 working days of notification of the complaint.

Chemical Analyses

Chemical analyses are usually batched for optimum efficiency. It is unrealistic to expect a rapid response for most chemical analyses unless there is a specific reason for this. Routine analyses will normally be completed in a maximum of 10 – 15 working days.

Reports will normally be issued within 2 working days of completion of the analysis or group of analyses. Certain analyses where multiple results must be collated or where there are complicated calculations to perform, may take longer than this. Customers will be notified if this is the case.

Out of specification or unexpected results will be notified as soon as practicable by the Laboratory to the Customer whose name appears on the analytical request documentation or agreed key contacts by telephone, or by e-mail. It is the Customer's responsibility to ensure that appropriate contacts have been alerted and e-mails diverted to an appropriate person in the case of absence.

The Laboratory cannot guarantee the response times for samples sent to external laboratories.

Holidays

Normal turnaround times do not apply over statutory holidays.