eurofins

# Food Testing

Supporting you in creating a **safer, healthier world** through food **quality and safety**.

# Welcome to Eurofins

Thank you for choosing Eurofins as your testing provider. In this document you will find important information to help your testing process run as smoothly as possible. Please review the information before starting your first order with us.

**Eurofins network of companies is a leading global provider of testing and analytical services**

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## About us

Eurofins is the world leader in food and feed testing, providing a comprehensive range of advanced analytical techniques to help customers meet increasingly stringent quality and food safety standards through our specialised laboratories..

Our facilities **across the UK** are supported by a global network of laboratories and **Competence Centres**, offering food testing and analysis, and compliance and risk management services with access to over 200,000 analytical methods to establish the safety, composition, authenticity, origin, traceability and purity of our food.

## Our Vision

***Our long-term aspiration***
To be the Global Leader in Testing for Life.

## Our Mission

***Why we are here - the cause/purpose of our business***
To contribute to a safer and healthier world by providing our customers with innovative and high quality laboratory and advisory services, whilst creating opportunities for our employees and generating sustainable shareholder value.

## Our Values

***What we stand for/what is important for us***

### Customer focus

- Delivering customer satisfaction by listening to and exceeding customer expectations
- Adding value for our customers through our services
- Seeking innovative solutions to help our customers achieve their goals

### Quality

- Delivering quality in all our work; providing accurate results on time
- Using the best appropriate technology and methods
- Seeking to improve or change our processes for the better

### Competence and team spirit

- Employing a team of talented and competent staff
- Investing in training and creating good career opportunities
- Recognising and encouraging outstanding performance

### Integrity

- Behaving ethically in all our business and financial activities
- Demonstrating respect towards our customers and our staff
- Operating responsible environmental policies

# Europortal™

You should by now have access to our industry-leading online sample management portal, Europortal™ for your submissions and results.

It is essential that all sample submissions are made using our online ordering service. In cases where samples are received without registration through Europortal, a manual registration charge will be applied per sample.

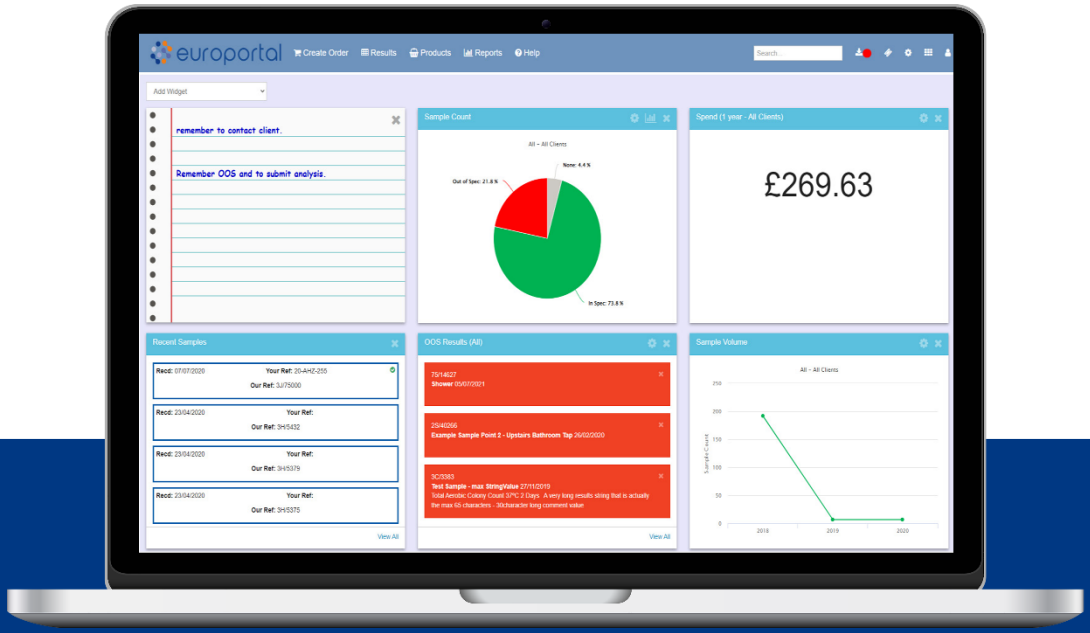
Access to Europortal enables you to accurately record your testing requirements before submission without filling in paperwork, track the progress of your samples up to the due date, and view results as soon as testing is complete; prior to the final certificate of analysis being issued.

In addition to the guides in this document, our Europortal team can offer one-on-one training sessions to help you get the most out of the platform and answer any queries you may have regarding product lists, shelf-life, out of spec notifications, trends and more. If this is something you are interested in, please contact the team to arrange a session. You can do this by raising a ticket on the Europortal home page, contacting the team by email or by phone +44 (0) 1902 627200.

Samples must be labelled with the corresponding bar codes, and a paper copy of the order is included with the samples.

## Europortal™ quickstart guide

You can access the quickstart guide **here.**



# How to send samples

To ensure swift registration of the samples and minimise delays, it is beneficial to address the samples to the relevant department:

- Chemistry
- Microbiology
- Contaminants
- Allergens

If your product requires both microbiology and chemistry analyses, please submit two separate samples and address them to the relevant department to avoid any delays or even test cancellations. This is required due to the nature of microbiology testing and independent operation of the departments, with separate registration areas and different shift patterns.

You can find the address to send samples under the contact section on your quotation document however if in doubt, please contact us.

### Shelf-life samples

If you are booking in shelf-life samples, please make sure that you select the category as 'shelf-life'. You will need to send us one sample for each date of testing. Each sample must be booked in as a separate bar code with the date the sample requires testing entered in the 'analysis date' field. This is vital for ensuring each sample is tested on the specific dates you require.

### Rush samples

Any expedited samples must be agreed with the lab prior to sending them. Please make sure this is indicated on the outer packaging by labelling as 'RUSH' to ensure they are prioritised on arrival.

### Allergen samples

Please send samples for allergens analysis double bagged to prevent cross-contamination.

# Technical information for microbiology testing

Samples taken for the laboratory should be representative of the product, and sufficient for the requested tests. For pathogens detected in 25g (*Salmonella, Listeria, Campylobacter, E. coli* O157), generally a 25g sample for each pathogen is required (10g for detected in 10g, 50g for detected in 50g and 250g for detected in 250g) however we advise sending double the required amount if possible, to cover any retests that may be required.

For microbiology enumeration tests, a minimum of 10g sample is required. More information on the sample quantity required, which is dependent on sample matrix, can be provided by the laboratory.

Where both microbiological and chemistry testing are required, two separate samples must be submitted. Samples must be representative of the product and of sufficient quantity for the tests requested. For pathogen testing (Salmonella, Listeria, Campylobacter and *E. coli* O157), a 25 g sample is required for each pathogen. Enumeration testing requires a minimum of 10 g, increasing to 15–20 g for multi-component samples. Where Salmonella testing is required in addition to enumeration, a minimum of 26 g is required. The laboratory can provide further advice on sample quantities depending on the sample matrix.

# Technical information for microbiology testing cont.

Packaged samples should be submitted unopened in their original packaging. Where this is not possible due to size, a representative portion must be aseptically transferred into a sterile sample container. All samples must be securely packaged to prevent damage or leakage, clearly labelled, and delivered to the laboratory as quickly as possible. Original storage conditions should be maintained wherever practicable. Products not stable at ambient temperature, along with all surface samples (swabs), must be transported at 5 °C ±3 °C.

Transport and storage temperatures must be maintained throughout transit and storage, as outlined below:

| | Transport | Storage |
|---|---|---|
| Ambient | 18-27 ºC | 18-27 ºC |
| Frozen | < -15 ºC (preferably < -18 ºC) | < -15 ºC (preferably < -18 ºC) |
| Chilled | 2-8 ºC | 2-8 ºC |
| Swabs | 2-8 ºC | 2-8 ºC |
| Water Micro | 2-8 ºC | 2-8 ºC |
| Water Legionella | 6-20 ºC | 6-20 ºC |

For water samples and environmental surface samples (swabs), timely delivery is essential to ensure valid results. Sampling dates and times must be provided so testing can be completed within 24 hours of sampling for swabs and water microbiology, and within 48 hours for Legionella. Samples received outside these timeframes will still be tested, with a comment noted on the Certificate of Analysis. All such samples should be sent chilled.

Correct swab selection is essential to ensure appropriate testing. Sponge swabs must be used for pathogen detection, with a separate swab submitted for each pathogen requested.

Stick swabs are required for enumeration testing, including total viable counts, Enterobacteriaceae and *Staphylococcus aureus*. Stick swabs may be used for detection only when sampling small or hard-to-reach areas of up to 100 cm². For Listeria testing in difficult-to-access areas such as drains, a dry 12-inch foam jumbo swab must be used with DENB transport media.

Where statements of conformity to a specification (for example pass/fail or in-specification/out-of-specification) are included on an analytical report, decisions are based solely on the numerical result, without consideration of measurement uncertainty, unless otherwise agreed in writing. Specifications must be supplied by the customer. Eurofins does not verify specifications against regulatory or advisory standards, and responsibility for compliance with contractual and legal requirements rests with the client.

Pathogen detection follows a two-stage process. An initial presumptive result indicates potential presence only and may not confirm as positive. Confirmatory testing is then carried out to either confirm or rule out the pathogen. For presumptive results relating to Listeria, Salmonella, Vibrio, Campylobacter or *E. coli* O157, confirmation to species level will begin on the same day the presumptive result is obtained.

All methods are accredited to ISO/IEC 17025 unless otherwise stated in the technical sales documentation, with accreditation status shown on the Certificate of Analysis. Results are issued as authorised Certificates of Analysis in PDF format and are available via Eurofins On-Line (EOL), Europortal and/or by email.

Please review the technical document **Presumptive Results Guidance** for more information.

# Instructions for sampling with allergens swabs

For Allergens analysis, please use Bio-Check (UK)'s Surface-Check Swabbing Kit only (with the blue buffer in the tubes).

Do not use microbiological swabs or any other allergens swabs. No other brand of allergens swabs has been validated by the laboratory and, consequently, will be rejected.

Bio-Check swabs are provided by Eurofins Wolverhampton Laboratory upon request from the Customer Services Department via email or telephone +44 (0) 1902 627200.

A single swab tube can be used for a maximum of 2 different allergen tests.

**Due to quality and technical considerations, failure to use validated swabbing reagents will result in testing cancellation.**

## Swabbing steps:

1. Ensure that hands & clothing are clean and will not contaminate swab samples. Using an indelible marker, label a Swabbing Solution tube with an identifying code

2. Write the code and other identification details on a copy of the form provided

3. Remove a swab from its pouch by carefully peeling apart the two pouch layers and withdrawing the swab

4. Remove the cap from the labelled swabbing tube and dip the swab in the liquid

5. Take out the swab by sliding the tip up the inside of the tube to remove excess solution

6. Use the wetted tip to swab thoroughly an area of e.g. 10x10cm or 5x5cm in an orderly pattern

7. Please refrain from collecting excessive amounts of food debris into the buffer solution. The buffer solution should remain relatively clear and still of liquid consistency (not too dense/viscous). Due to the extremely high sensitivity of the swab tests we provide (ng/mL – ppb range), large amounts of suspended debris is excessive and can create a significant cross-contamination risk during analysis

8. Place the swab back in the tube and carefully break off the thinner part of the shaft nearer the swab tip

9. Re-cap the tube, and mix well to disperse the swabbed material in the solution

10. Please DO NOT tape the lids

Please be aware that failure to follow these instructions may result in testing cancellation when insufficient sample buffer is available for testing

**Please ensure that the entire volume of the blue liquid remains in the container and that the cap is fitted correctly to prevent any leakage and potential cross-contamination.**

## Results

All results will be provided as authorised Certificates of Analysis in Portable Document Format (pdf) accessible via your account on Eurofins On-Line (EOL), Europortal™ and/or by email.

Please note that although we will always try to meet the turnaround times stated, they are not guaranteed. We will endeavour to notify you of any delays in advance. If you have any questions regarding late or missing results, please contact our customer services team.

If you require interpretation of results, this service can be offered through our Compliance and Risk Management team. Costs vary for this service so please get in touch with our customer service team if this is something you are interested in.

## Accreditation

Please be aware that the accreditation of the results will depend on the sample matrix and the lab performing the analysis. You can find our **accreditation certificate & schedule here**.

If you have any questions about the accreditation status for your testing, this information can be provided by our customer services team. If you are sending in a different sample type to previous samples, we would always advise checking with the laboratory first as to the most suitable test code & method.

## Consumables price list

Consumables can be ordered via our customer services team by e-mail or by telephone.

**Access the list here**

## Swabbing guides

**Hand Swabbing (Stick Swabs)**

**Surface Swabbing (Sponge Swabs)**

# Compliance and risk management support

If you require assistance determining what tests are needed, that is something our Compliance and Risk Management team can support you with, on a paid-for consultancy basis.

To minimise your costs, we recommend that you first take advantage of the guidance that is available free from the UK Food Standards Agency.

There may also be advice available with/without charge from your local authority Trading Standards/ Environmental Health.

If you need further assistance our experts are here to help. Charges are based on the time required, with prices starting from a one-hour consultation fee.

Services include

- Performing Microbiological Risk Assessments
- Testing recommendations
- Advice on establishing or extending shelf-life of foods
- Interpretation of results of microbiological and chemical analysis of foods

We also offer a range of training courses on food safety and quality related topics.

To arrange a session with our Risk & Compliance team, please get in touch.

## Your account

Prices displayed on your quotation document are **per sample** and exclusive of VAT. **Payment terms are payment on order via Credit or Debit Card** at the time of submission of your order. Please note we may be able to offer payment by direct debit however this would be based on credit score.

To ensure your account is up to date, please do inform us of any changes to addresses or contacts within your company. This can be done by informing our customer services team by e-mail of any necessary changes, removal of, or adding of contacts. This ensures the correct communications go to the correct point of contact within your business.

# Contacts

## Customer service team

FoodCustomerServices@ftuki.eurofins.com

General phone: +44 (0) 1902 627 200

For operational enquiries, consumables requests, or any issue related to daily service.

We aim to give an initial response to any emails sent to us within 4 working hours of receipt. For any more urgent questions or issues, we encourage you to phone our customer services team.

## Credit Control (invoice/payment queries)

UKCreditControl@ftuki.eurofins.com

## Europortal Team

europortal@ftuki.eurofins.com

## Risk & compliance & risk management team (consultancy services)

risk@ftuki.eurofins.com

## Food safety solutions (labelling advice & audits)

FoodAssurance@cpt.eurofinseu.com

eurofins

# Eurofins Food Testing UK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