Customer Information Sheet

1. Documentation to include with samples

To comply with analysis timescales samples must be accompanied by the appropriate forms, using form MD-12C that is attached to the quote or other documentation that contains at least the following information:

- A unique name for the sample (as will appear in the Test Report) and any other key information that precisely identifies the samples for the customer;
- Location, date and time of sampling;
- The quote reference number and *a reference to the appropriate line on the quote;*
- Date of delivery to our premises;
- Customer's contact point and a signature.

2. Sampling conducted by the customer

Customers can deliver samples during our premises' opening hours (available on our website).
Customers are responsible for ensuring that samples are taken, transported and stored correctly until they are received by the laboratory, so as to make sure that they are not altered in such a way as to affect the results of analysis (e.g., variations in temperature, exposure to atmospheric agents, chemicals, etc.).
In general, sampling must be conducted under conditions that prevent any type of contamination and the sample must be delivered to our laboratory in a container equipped with a closure that is appropriate for the type of sample.
If a customer makes a specific request, our laboratory can provide material and all information required to conduct sampling correctly and to ensure that samples are transported properly. We will assume that customers have all information required to deliver samples that meet our requirements in terms of container, volumes, holding time (if requested, our laboratory will provide special information for each matrix) and, when samples are delivered, we will assume that the customer confirms that analysis is to be performed, regardless of whether or not the sample is adjudged to be non-compliant.
Customers must inform the laboratory regarding all risks inherent in the material to be analysed. They must identify the dangers associated with it and provide information on the correct way to handle the sample.
If sampling is conducted by a customer, our laboratory cannot be held liable for the way in which the sample has been packaged, transported and delivered.

3. Delivery of results

Result delivery times are stated in the quote and run from the moment the sample is received by the Lifeanalytics Group (collection, delivery to our reception point). Analyses will begin in accordance with the holding times required by the analysis methods. The Lifeanalytics Group will be responsible for storing samples in correct conditions from the moment it receives them. If samples are not kept in the correct conditions, the laboratory will inform the customer (by phone, email, etc.) and ask whether or not to conduct the analysis.
The Lifeanalytics Group is not responsible for sample delivery delays or failures to comply with delivery obligations that are the fault of the postal and/or courier service used. Lifeanalytics will not carry out checks regarding delivery.
If an analysis is urgent or there are special requirements, testing timescales must be agreed with the laboratory conducting the analysis.
If specifically requested by the customer, a Provisional Test Report can be issued; the definitive Test Report will be issued after 5 days, unless specifically requested otherwise by the customer.
Test Reports will be sent by email and/or digitally signed certified email (PEC).

4. Responsibility for Results

The results provided by Lifeanalytics laboratories are issued based on the information, documents and/or samples provided by the customer, or on its behalf, and, therefore, Lifeanalytics is not responsible for any inaccurate results caused by incomplete or incorrect information provided by the customer or by its associates. Lifeanalytics laboratories are not responsible for delays or failures to perform requested services if the customer has not met its obligations.
If a customer requests that an object undergo testing despite knowing that there has been a variation in the specified conditions, the laboratory will add a declaration to the Test Report that states that it has no liability in this regard and it will indicate which results may be affected by the variation.

4.1 Results obtained from testing conducted by sub-contracted laboratories outside the Lifeanalytics Group

If testing is sub-contracted to another service provider, the Lifeanalytics laboratory is liable for the sub-contracted work, unless the customer or legislative authority specifies which sub-contractor must be used. In all documents sent to the customer, the laboratory will clearly and uniquely identify which tests have been sub-contracted.

4.2 Declarations of compliance/non-compliance, opinions and interpretations

As a matter of policy, the laboratory will issue declarations of compliance/non-compliance, where applicable, for tests subject to accreditation.

If a customer makes an explicit request to do so, or a declaration of compliance is appropriate based on the purpose for which the analysis service has been requested (e.g., waste destined for recovery/waste destined for landfill), the laboratory will provide a judgement of compliance/non-compliance with regard to specific requirements, specifications or limits based on the following assumptions:

- ✓ the laboratory has followed prescribed mandatory methods
- ✓ if mandatory information sources refer to methods with a level of uncertainty that is established or known based on the prescribed criteria of the testing methods to be used, the laboratory will provide a judgement without reflecting the level of uncertainty

If special declarations are required, customers must inform the laboratory in advance.

5. Storing samples and record keeping

Samples and counter-samples will be stored at the laboratory for 10 days after the Test Report is issued; this does not apply to 'milk quality' samples which will be destroyed on the date the Test Report is issued, *or when otherwise agreed*. A sample can be destroyed or returned, depending on what is agreed with the customer.
Record on testing carried out (Test Reports and Analysis Reports) are stored for 4 years.

6. Data confidentiality

All information provided by customers and the results contained in Test Reports will be kept confidential by the laboratory. The laboratory is not authorised to disclose information on samples or testing to anyone, except where legislation or regulations require it to notify surveillance and control bodies. In these cases, the laboratory is responsible for informing the customer (unless it is prohibited from doing so by law).

7. Meaning of ACCREDIA accreditation

If a laboratory obtains an ACCREDIA accreditation certificate to conduct certain chemical, biological, microbiological and physics testing on food or environmental matrices, this means that the business has signed an agreement with ACCREDIA (Italian accreditation body for testing laboratories) which recognises that the laboratory operates in accordance with the UNI CEI EN ISO/IEC 17025 standard 'General requirements for testing and calibration laboratories', for testing subject to accreditation.
ACCREDIA accreditation cannot in any way be used for certifying products or samples subject to testing. Accreditation does not mean that there is any reduction in responsibility resulting from contracts signed by a laboratory and its customers and, despite accreditation being a sign of a testing laboratory's technical and management skills, does not mean that ACCREDIA guarantees any of the laboratory's services. Our laboratories are the only entities that are liable to third parties for all analysis activities carried out.
The official list of accredited tests, including those with flexible scope, can be found on the ACCREDIA website at www.accredia.it.
Flexible accreditation allows laboratories to respond more quickly to customer requests. The term 'flexible accreditation' means a more generic description of the scope of accreditation, which means that a laboratory, based on its skills that have already been positively assessed for accreditation purposes, is allowed to add measurands, to use new versions of methods or to add new methods based on the same techniques as those accredited.
Opinions and interpretations not subject to accreditation, if requested by customers, will be clearly identified. They will be formulated only on the basis of testing performed on tested samples and cannot be used as the only input for product certification.
Laboratories are obliged to issue a Test Report using the accreditation mark, as indicated in ACCREDIA regulations, where:

1) the Test Report contains the results of at least one accredited test;
2) results covered by accreditation are issued as part of an area for which accreditation is legally or contractually required;
3) Test Reports must be submitted or sent to third parties (public-sector or supervisory authority);
4) mandatory requirements do not prevent the issuance of said Test Report.

Customers can ask for a Test Report that does not bear the ACCREDIA mark (consequently, the report will not be covered by EA, IAF or ILAC mutual recognition agreements) only if legally agreed or as part of a written agreement with a laboratory, provided that the request does not conflict with the provisions in points 2), 3) and 4).
Laboratories cannot be held civilly or criminally liable for the improper use of Test Reports if the customer does not comply with the above conditions.

A complete list of our certifications and accreditations can be found on the Lifeanalytics Group's website on our page on quality accreditation and certification. During a period of validity, accredited parameters may undergo modifications, as part of efforts to continually improve services provided. Lifeanalytics will advise customers promptly if modifications are made during a service's period of validity.

7.1 Decision-making rules

Declarations of compliance with specific laws or customer specifications, if reported, do not reflect the effects of any level of uncertainty, except for cases where decision-making rules are contained in the specifications. The risk associated with these rules is <50% Probability of False Accept (PFA). Lifeanalytics laboratories are available to discuss the declared level

of risk with customers.

8. Complaints and suggestions

Customers can send complaints and suggestions by email (qualita@lifeanalytics.it) or by using the dedicated tool available on the Lifeanalytics Group website (Feedback and Suggestions | Lifeanalytics). Complaints will be forwarded to the competent Quality Officer for the location used by the customer; they will be immediately assessed for investigation, processed and studied to assess the causes of any problems.
The customer making a complaint or suggestion will be informed as to its progress whenever something has occurred in its management process. In particular, this will occur when a complaint is received and accepted for investigation or rejected (with the reasons for doing so) and on the outcome of actions to resolve or prevent the problem.
Please note that decisions are taken, reviewed and approved by people who are not directly involved in any activity mentioned in a complaint. If requested, Lifeanalytics can provide a copy of its internal complaint and suggestion management procedure (*Gestione NC, Reclami e AC*).