



Capability

# STATEMENT

Europe

# Content

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# Company Profile

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**With more than 350 locations, operating in more than 55 countries throughout Australia, North America, South America, Africa, Middle East, Europe, and Asia, ALS Limited is now one of the largest testing services providers in the world.**

ALS Limited's major business today is its international testing services business. In this sphere of business, we are focused on delivering superior services through four main divisions: Minerals (Geochemistry, Metallurgy, Mining and Inspection); Life Sciences (Environmental, Food & Pharmaceutical, Animal Health and Electronics); Energy (Coal and Oil & Gas); and Industrial (Asset Care and Tribology); and offering a broad range of technical services to our clients that is unrivalled.

All ALS laboratories operate under formalized quality systems, and include dedicated quality control chemists in each major laboratory, a dedicated quality control group in each region of the world, and technical managers for each service area in which the company operates. As a professional services organization, ALS is committed to the ongoing professional development of all staff members through peer interaction, as well as in-house and external training programs. ALS operates a global proactive occupational health, safety, and environmental compliance program that ensure consistent conformity with local regulatory requirements throughout the world.

## **Life Sciences Division - Environmental testing**

The Environmental structure of ALS Life Sciences is one of the largest, most geographically diverse environmental testing companies globally. ALS Environmental has more than 350 locations in 55 countries throughout Asia, Australia, Europe, North America and South America to provide clients with analytical and technical support for local and international projects. ALS Environmental provides reliable analytical testing data to assist consulting and engineering firms, industry, and governments in making informed decisions about their environmental projects. A comprehensive range of environmental testing and technical support services is complemented by a commitment to quality and customer service.

ALS Environmental in Europe employs over 1200 professional laboratory and support personnel to ensure that work is managed properly and deadlines are met. Analytical laboratory testing services includes routine, trace and ultra-trace level organics (volatile and semi volatiles, pesticides, chlorinated compounds, TPH, etc.), metals and nutrients, inorganic non-metallic, microbiological, biological, toxicological parameters, particle sizing and radio nuclides. In addition to routine services, we have experts in speciality testing areas such as isotopes and biomonitoring.





**150**

YEARS IN OPERATION

**13k<sup>+</sup>**

STAFF

**350<sup>+</sup>**

LOCATIONS

**55<sup>+</sup>**

COUNTRIES

# Benefits of using ALS

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**The depth of technical and management expertise at ALS provides the basis for offices to deliver a consistently high level of service. Commitment to good science and personal service is backed by a sound quality program. Each laboratory within the ALS network maintains accreditations to satisfy target market demands. To obtain copies of Scopes of Accreditation, follow the location links on [www.alsglobal.com](http://www.alsglobal.com), refer to the Web sites of accrediting bodies, or contact the local ALS laboratory location. When working with ALS, clients can expect:**

- Rapid turnaround to keep projects on schedule
- Project mobilization assistance to cover the scope of services required
- Technical resources to solve problems
- Experience acquired by working with a wide range of clients and programs
- Customized Electronic Data Deliverable (EDD) formats with direct database uploads
- Interaction with trained professionals and problem solvers
- Dedicated client service team at each location
- Regular participation in Proficiency Test evaluations provides assurance that the accuracy of results is continuously monitored and improved

ALS' reputation as a leader in environmental chemistry is based on the commitment to keep laboratories at the cutting edge of analytical technology, while focusing on a "best value" business practice of employees to increase value of services rendered.



# Locations

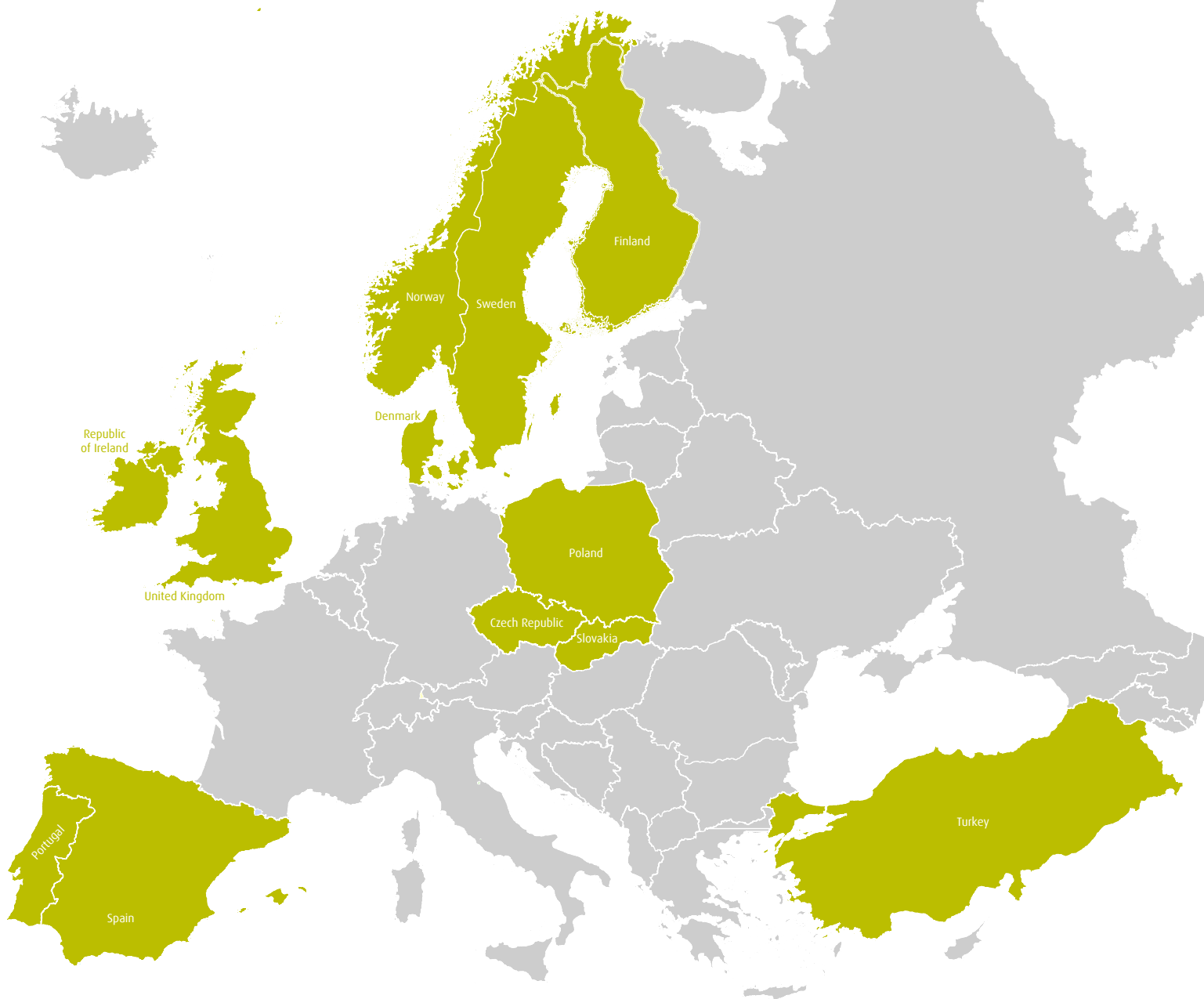
## Across Europe

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The ALS network includes 25 locations in 12 countries and still continues to grow. Main laboratories are located in Czech Republic, Scandinavia, United Kingdom & Ireland and Turkey.

While varying in size and capabilities, the network performs an extensive range of physical, chemical, microbiological, biological, radiological, ecotoxicological analysis to meet the needs of local and regional clients.

Inter-office support and courier arrangements facilitate timely access to the full range of services and on-time delivery of results.



# ALS Environmental

## Czech Republic

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ALS Czech Republic has a number of laboratories and offices located across the Czech Republic, with three main laboratories in Prague, Pardubice and Česká Lípa.

### Prague

ALS Prague is home to the Europe headquarters for ALS Group's Environmental Division. The office includes accounting, human resources, information technology and marketing departments, part of the R&D group, as well as the strategic development team and the office of the General Manager for Europe. The Prague location operates as a full-service environmental laboratory, a food testing laboratory and an oil testing laboratory with a dominating presence in Central Europe, serving the industrial markets as well as consultants, state and municipal authorities. The state-of-the-art, almost 9000 square meter laboratory is GMP certified and ISO EN 17025 accredited. Through mutual recognition agreements between accreditation bodies, results produced in this high-capacity laboratory are recognised by all member states of European Union. The Prague laboratory provides testing services on soil, waste, sludge, sediment, wastewater, ground water, surface water, drinking water, air, emission and industrial samples, meeting all quality assurance levels from standard reporting to US EPA Level II data deliverables.

### Pardubice

ALS Pardubice, the Centre of Excellence for high resolution mass spectrometry measurements, serves emission testing groups, air monitoring authorities, research groups and laboratories, as well as numerous environmental engineering and consulting firms and private industry. The Pardubice location have earned a wide reputation for superior quality and legally defensible data, which aids our clients in promoting human health and preserving the environment. This laboratory performs a specialty testing services using gas chromatography - high resolution mass spectrometry on a wide range of sample matrices including groundwater, surface water, wastewater, soil, sludge, sediments, solid waste, multiphasic samples, air, emission, biota, vegetation, blood, tissues, food, feed, and unique matrices such as dyes, pigments, pesticides and other chemicals. Dioxins, PCBs, PAHs, PBBs and PBDE are determined in this ISO EN 17025 accredited Centre of Excellence.

### Česká Lípa

The Česká Lípa facility is a full-service laboratory providing environmental testing for general chemistry, organic and inorganic parameters, elemental analysis (C, H, O, N) and AOX/EOX/TX. The facility employs expert analysts who understand all aspects of environmental testing and quality assurance for comprehensive acute toxicity testing of waste, water and chemicals, and particle size distribution of solid samples (soils, sediments etc.).

Further, ALS Česká Lípa provides a full range of radiochemical testing of environmental, food and industrial samples. The laboratory uses alpha spectrometry, gamma spectrometry, liquid scintillation, gas flow proportional and alpha scintillation methods for gross activities and "common" alpha, beta and gamma emitting isotopes. Specifics like carbon-14, strontium-90 and specialty short-life radionuclides released during nuclear plant accidents, such as I-131, Te132/I-132, Ru103, Ba140/La140, Zr95 or Nb95 are routinely determined. The laboratory is accredited according to ISO EN 17025, including licences to provide accredited sampling of wastewater, surface and underground water, soil and waste.



ALS Czech Republic, Prague



# ALS Environmental Scandinavia

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ALS Scandinavia has two laboratories in Sweden located in Stockholm and Luleå, in Norway (Oslo), Denmark (Humblebæk) and business offices covering the whole of Scandinavia, including Finland (Helsinki).

## Täby, Sweden

ALS Täby has been a leader in the analytical business arena for over 20 years. The relatively small but highly technical environmental laboratory delivers a comprehensive range of express services for the Scandinavian market. Specialty services includes - particle analysis and asbestos determination on SEM-EDAX. The laboratory also provides clients with access to the global network of capabilities available through the ALS Group.

ALS Täby chemists are very well recognized for their innovation and expertise in analytical technology especially on the field of passive sampling techniques using SPMD, POCIS and DGT. The laboratory is accredited according to ISO EN 17025.

## Luleå, Sweden

Located in Luleå is the ALS Centre of Excellence for trace element and stable isotopes analysis. The Centre of Excellence is a high tech, ultra trace designed modern laboratory facility characterized by a utilization of ICP - high resolution mass spectrometry techniques (ICP-SFMS). The Centre provides more than 300 individual methods capable to perform determination of practically all elements in the periodical table except for H, O, C, N, F and Nobel gases in practically any matrix:

- Environmental (waters, soils, sediments, vegetation, biota, filters, absorption solutions, DGTs, leaching tests, etc.)
- Clinical (blood, urine, serum, plasma, hair, nails, sweat, saliva, CSF, biopsies, bones, implants, etc.)
- Industrial (oils, pure metals/chemicals, alloys, coal, plastics, consumer products, paper, toys, etc.)
- Food (juice, wine, cereals, nuts, meat, fish, conserves, fruits, berries, milk, vegetable oils, etc.)
- Pharma (IPs, drugs, formulations, etc.)
- The Centre's chemists are recognized globally for their innovation and expertise in analytical technology. Services specific to the laboratory include:
  - Isotope analysis of B, Pb, U, Sr, Nd, Fe, Cu, Zn, Mg, Mo, Cd, Os
  - Speciation analysis of organotin compounds, Hg, Se, As and Sn and sequential extractions
  - Diffusive Gradient in Thin-films (DGT passive samplers) for monitoring of dissolved and bio-available trace metals in the environment
  - Migration tests

The Luleå lab is GLP, GMP certified and ISO EN 17025 accredited.

## Oslo, Norway

ALS in Oslo runs a small accredited laboratory located in Skøyen near Oslo. The exceptional services provided by ALS Norway are complemented by a strong commitment to ALS core values of quality, integrity, and client service. Value-added services include web-based 24/7 data access, custom sample bottle kits, reliable and fast turn-around-time, and courier services.

## Humblebæk, Denmark

ALS Denmark is one of the largest accredited environmental laboratories in Denmark, in terms of sales. On the market since 1972, the laboratory have 60 full-time employees: chemists, laboratory technicians, drivers and other technical staff. Humlebæk operations carry out testing of contaminated soil, water and air for a variety of clients. The specialty of the laboratory consists in contaminated soil and water samples for microbiology, organic and inorganic parameters. Environmental Centers, Regional Offices, Municipalities, Engineering firms, Water utilities, Industrial companies as well as private customers form the clients' base. A strong, proactive, customer feedback process with fast response times helps to ensure client satisfaction on a consistent basis.

The laboratory is ISO EN 17025 accredited (DANAK Accreditation no. 361).



Luleå, Sweden



Humblebæk, Denmark

# ALS Environmental

## United Kingdom & Ireland

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ALS has a number of laboratories and offices located across the United Kingdom and Ireland, with two main laboratories in Wakefield and Coventry.

ALS is one of the UK's leading providers of water testing services, having been established over 40 years ago as the laboratory services provider to a statutory water supply company. ALS offers a range of high quality analytical testing services across the UK and Ireland through our UKAS or INAB accredited laboratories.

### Coventry, United Kingdom

The UKAS accredited Coventry laboratory is the headquarter base for ALS Environmental in the UK and Ireland. The laboratory provides analytical testing in the following areas: wastewater, groundwater, potable water microbiology, Cryptosporidium, Legionella, soils, asbestos, air monitoring, waste, waste water microbiology and quantitative suspension testing. Over 250 employees work at the site providing analytical testing services to a wide range of customers.

### Wakefield, United Kingdom

The Wakefield laboratory provide a wide range of UKAS accredited environmental testing services and was first opened in 2010. The analytical testing capabilities of the laboratory are: potable water, wastewater, groundwater, soils, potable and waste water microbiology, ecotoxicology and Cryptosporidium. The laboratory forms a network and acts as a hub where samples are brought to be tested or transported to our Coventry site for analysis.



Coventry, United Kingdom



# ALS Environmental Turkey

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ALS Environmental Turkey has laboratories located in Istanbul, Adana and Samsun connected with business offices. The Turkish network provides analytical services on environmental, occupational health and safety, waste management and environmental impact assessment analysis. ALS Turkey Environmental is one of the most comprehensive laboratory within 15 years experience in the market.

ALS Turkey along the years has become the choice and the partner of leading companies in the country and provide analytical testing services for World bank and NATO.

## Istanbul

The main laboratory is accredited from the local accreditation agency TÜRKAK (ISO/IEC 17025) and also has working permit from the ministry of environment and urbanization. Istanbul Laboratory specializes in emission sampling and analyses, but also provides services on ambient air, wastewater, pool water, seawater, surface and ground water, sediment and biota, soil, waste, treatment sludge and waste oil matrices. In addition sampling from all above mentioned matrices can be carried out by ALS Turkey. Occupational health and safety analysis such as noise, vibration, personal exposure and thermal comfort analysis are also covered in the scope of accreditation of ALS Turkey.

## Adana

Adana laboratory provides analytical services on surface water, sea water, waste water, emission, ambient air and noise analysis. The Adana branch has a sampling team and the sampling activities are included in the ascope of its accreditation.

## Samsun

Samsun laboratory is acting as a receiving point for Istanbul operations, but also contributes to analytical services in the region, on the same model as Adana for emissions, ambient air and noise. The Samsun laboratory also operates a sampling team supporting their analytical activities.





# Laboratory Services and Capabilities

The following summary highlights routine and specialty services provided by ALS Environmental in Europe that range from routine water chemistry to determining the cause of toxicological impacts. Experts in chemistry, microbiology, toxicity, radiology, industrial hygiene, industrial processes, quality systems, data management, and information technology are ready to respond to all environmental challenges.

## Environmental

- Air, soil, soil gas, biota and water analysis to comply with local, European and international regulations
- Screening of metals and organic compounds
- Trace metals
- Organic compounds, volatile and semi-volatile
- Inorganic parameters
- Pesticides
- Radiology
- Microbiology
- Acute toxicity determination
- Drinking water analysis
- Waste characterization
- Sludge and Sediment
- Fuels, ash and flue gas
- Asphalt

## Sampling

- Passive sampling of water: metals, POPs, volatile organics, polar organic compounds
- Swimming pool water sampling
- Waste water effluents
- Drinking and hot water sampling
- Well and deep-well water sampling
- Waste characterization sampling

## Work environment, human exposure

- Asbestos
- Particles, Dust, Quartz, Fibres, Mould
- Volatile airborne contaminants
- PAHs, PCBs, Dioxins, Brominated flame retardants, PBDE
- Organic compounds
- Ultra low level metals
- Sealant analysis
- Blood, Serum and Plasma
- Urine
- Hair and Nails



## Industrial applications

- Construction materials testing: metals, organics, CG-MS screening, oil, creosotes in brick, concrete and wood, sealants
- Metals, organic compounds in electronics (RoHs Directive, e-waste)
- Asbestos in construction material
- Radionuclides by gamma spectrometry in construction materials
- Chemicals, ceramics, circuit boards: metals
- Toys: metals and phthalates
- Oil and solvents: metals, PCBs, dioxins
- Pulp and paper: metals, organic compounds, dioxins
- Textiles and plastics: metals and organic compounds
- Multi-element screening of materials
- Oil and lubricant testing – preventive maintenance through oil analysis

## Isotope analysis applications

- Isotope dilution
- Geological research
- Human biology applications
- Nuclear power industry



# Value-Added Services

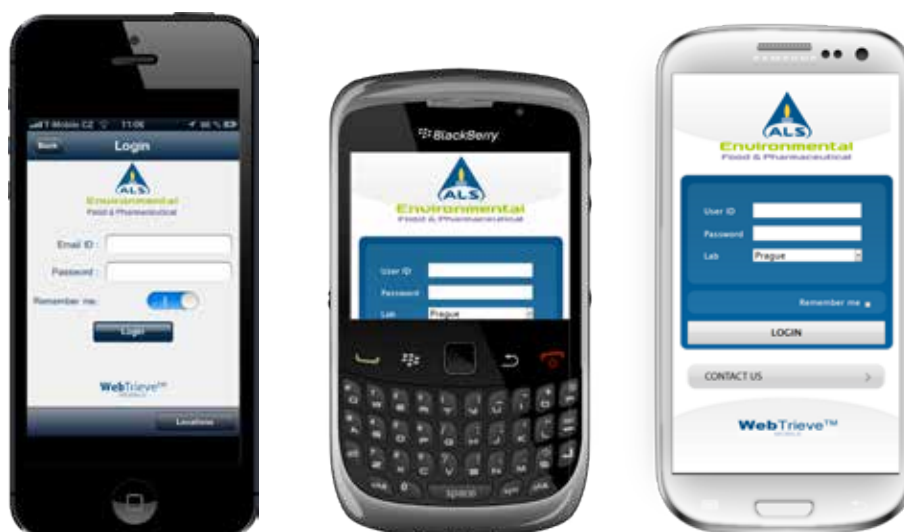
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## Seminars and Training

- Client and industry customized seminars and workshops
- Regulation updates
- Education on new priority pollutants
- Education on sampling procedures

## Personalized Service

- Project Managers are highly trained technical professionals who have a comprehensive understanding of the analytical needs of clients
- Report formats (electronic and hard copy options) are customized to fit information technology requirements
- Prompt response to questions and project planning
- ALS offers an advanced, on-line web access service called WebTrieve™. The most unique feature is its simplicity, providing user friendly navigation to access results, compare against regulatory levels, and download data into spreadsheets for electronic data deliverable functions, and email directly from the website. In addition, clients can view the progress of their samples through the laboratory, from anywhere in the world, by way of an online, encrypted account. WebTrieve™ is fast and convenient saving clients time and money. Simply put, WebTrieve™ delivers performance.
- ALS Environmental delivers exceptional service to your mobile device. You can check the status of your work orders, retrieve sample handling information, and find contact information for any laboratory in Europe by using the ALS Enviro iPhone Application or by accessing [mobile.alsenviro.com](http://mobile.alsenviro.com) (Blackberry and Android users).









# Quality Management System

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The ALS Quality Management System (QMS) is structured to meet the clients needs and ALS corporate policies, as well as accreditation, licensing, and certification requirements. The QMS is detailed in all in-house documentation. Extensive training and monitoring at all facilities by quality assurance staff ensures effective implementation. The ALS Quality Assurance group operates independently of operations. It is comprised of trained and active assessors who are respected professionals. Below is an overview of the elements of the ALS Quality Management System. All systems that contribute to ensuring the quality of analytical results and client services are documented under the authority of management to ensure a consistent provision of services. Training in all critical job tasks is provided, measured, documented, and monitored.

All analytical methods used by ALS are validated prior to approval for use in the lab. All approved methods include quality control and performance criteria that must be achieved prior to releasing any data. By ensuring the quality assurance data meets method specific quality objectives, ALS can ensure that the analytical results are traceable and defensible prior to their release.

Scheduled internal audits are performed on all quality management system elements. The audit system ensures conformance to the QMS and applicable performance criteria. Accreditation, certification, and licensing bodies also perform audits to ensure conformity to the applicable standards or regulations. In addition, clients are welcome to perform audits to verify compliance with their project requirements. Proficiency testing programs are used to monitor testing activities. Results are reported to accreditation bodies when applicable, and are used to measure performance and meet accreditation and license requirements.

## Accreditations, Recognitions and Licenses

The ALS Environmental Division laboratories in Europe are involved in accreditation programs specific to their specialized testing and client needs. Contact any ALS laboratory to receive Scopes of Accreditation or Certificates of Recognition. ALS laboratories are affiliated with one or more of the following accreditation providers or programs of recognition:

- European Cooperation for Accreditation (EA)
- Swedish Board for Accreditation and Conformity Assessment (Swedac)
- Czech Institute for Accreditation (CIA)
- OECD principles on Good Laboratory Practices (GLP), Swedac
- Good Manufacturing Practices (GMP)
- Medical Products Agency Sweden (MPA)
- Qualified Supplier for element determinations in the whole certification process, European Commission, Joint Research Centre, IRMM
- Authorisation by State Office for Nuclear Safety for the measurement of natural radionuclides (CR)
- Authorisation to evaluate dangerous properties of waste (CZ Ministry of Environment)
- Solid Waste, Waste Water and Underground Water Sampling Certificate (CZ Ministry of Environment)
- United Kingdom Accreditation Service (UKAS)
- IRISH NATIONAL ACCREDITATION BOARD (INAB)
- Slovak National Accreditation Service (SNAS)
- Turkish Accreditation Agency (TÜRKAK)

## Proficiency Testing Programs

ALS Environmental is committed to utilizing proficiency testing programs to ensure the performance of test methods meet or exceed industry standards. Examples of the various proficiency testing programs that laboratories have been routinely involved with over the past several years include:

- National Water Research Institute Czech Republic (ASLAB)
- AOAC International
- Quebec Centre of Toxicology, Multielement External Quality Assessment Scheme (QMEQAS)
- Stockholm University, Department of Applied Environmental Science (ITM)
- National Food Administration Sweden (NFA)
- Finnish Environment Institute (SYKE)
- Institute for reference materials and measurements (IRMM), International Measurement Evaluation Programme (IMEP®)
- Resource Technology Corporation (RTC)
- Federal institute for Materials Research and testing (BAM)
- Government Laboratory of Hong Kong, Guangdong Inspection and Quarantine Technology Centre (IQTC)
- Quality Assurance of Information for Marine Environmental Monitoring (Quasimeme)
- International Atomic Energy Agency (IAEA)
- Asia Pacific Laboratory Accreditation Cooperation (APLAC)
- Laboratory of the Government Chemists UK (LGC)
- Wageningen Evaluating programs for Analytical Laboratories (WEPAL)
- FAPAS
- CSLab Proficiency Testing
- Norwegian Institute of Public Health, Oslo
- Resource Technology Corporation (RTC)
- Czech State Health Institute (SZU)

## Quality Commitment

It is important to reiterate that ALS is committed to supporting accreditation programs by active participation in European specific environmental programs. All feedback and non-conformance issues from clients are documented, tracked, resolved, and used as part of the company's continuous improvement plan. Monitoring of improvements provides clients with assurance that ALS has addressed their concerns and implemented corrective action procedures that meet client expectations. The ALS management team routinely reviews all activities to ensure the continued suitability of the Quality Management System to meet expectations. The reviews are used to set measurable goals and timelines for future performance and growth. ALS Environmental invites clients to visit the nearest laboratory for a tour and review of management systems.

# Corporate Responsibility

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ALS Group is committed to performing duties in efficient and ethical ways, at all times meeting and often exceeding standards that govern the operations of the company, and complying with the all applicable laws.

## Compliance

ALS believes that meeting compliance obligations is a responsibility essential to its long-term success. The company is committed to adhering to all legislation that relates to the operations of ALS.

All ALS employees are responsible for complying with policies and procedures established to ensure that ALS fulfills requisite legislative requirements. Every employee, contractor, or agent of the company is held accountable to conform to the law and act ethically at all times.

## Health and Safety

ALS is committed to achieving the highest levels of occupational health and safety performance at all of its sites through the reduction of risk of workplace injuries and illness. The company has a comprehensive health and safety program which protects staff, contractors, visitors, property, and the public. Compliance with health and safety legislation, development of safe operating procedures, employee training programs, regular site inspections, and annual audits ensure that employees at every level are responsible and accountable for the company's health and safety performance.

## Environment

ALS is committed to minimizing its environmental footprint. To support this goal, each site adheres to relevant legislation in their jurisdiction for waste storage and disposal. Samples and wastes are recycled or disposed in an environmentally responsible manner. Containers and packaging are recycled wherever possible.



## Confidentiality

ALS employees understand the importance of confidentiality and have implemented policies that ensure the protection of client information. Employees are required to sign and follow ethics, conflict of interest, and confidentiality policies.

These agreements are required to ensure that all employees are aware of:

- Laboratory policy regarding ethics, and the standards of integrity that are expected of them.
- The notion that they are free from any undue pressures that might affect the quality of their work.

Client confidentiality ensures that procedures for sending test results by mail, facsimile, email, or other electronic

means meet client requirements. Requests for records made by a third party must be accompanied by written consent from the client. All employees assure clients that confidentiality is observed at all times when presenting records.

## System Integrity

- Secure, virus-free system, including a firewall to protect data
- Back-up of all data
- Redundancy System of major equipment and services
- Professionally managed and maintained





# Major Instrumentation

Instrument	Quantity
Metal Testing	
High Resolution ICPMS	11
ICPMS	9
MC-ICPMS	2
ICPOES	23
CV AAS	4
CV AFS	7
FAAS	8
FIMS (Flow Injection Mercury System)	1
Non-Metallic Inorganics	
Elemental Analyser (C,N,H,S)	2
Continuous Flow Analyser (CFA)	10
Discrete Analyser	12
UV/VIS Spectrophotometer	38
TOC/TNb Analyser	3
TOC Analyser	15
Ion Chromatograph (IC)	12
Robotic BOD System	6
Robotic pH/EC System	10
AOX Analyser	3
EOX/TX Analyser	2
Organics Testing	
GCMS	74
GCMS/MS Triple Quad	8
High Resolution GCMS	4
GC-FID/ECD	54
High Resolution LC-MS	3
LC/MS/MS triple quad	9
HPLC	23
FT-IR	4
Radiochemistry/Radiometric Testing	
Liquid Scintillation Counter	1
Low Level Alpha/Beta Activity Analyser	4
Scintillation Analyser	4
Scintillation Emanometer	2
High Resolution Gamma-Spectrometer	2
Nal(Tl) Gamma-Spectrometer	2
Miscellaneous Testing	
N / Protein Analyser	1
Laser Particle Analyser	2
Mikrotox Analyser	2
NMR	1
Capillary Electrophoresis (CE-UV)	1
Capillary Izotachophoresis (ITP)	1
Accelerated Solvent Extractors	3
Flow Cytometer	1
PCR	1
Elisa	2
Optical microscope	3
Electronic microscope (SEM)	1



# ALS Management and Professional Staff

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ALS employs the most dedicated management and technical staff in the business. A focus on staff retention and career development has earned ALS a reputation as the “employer of choice” for laboratory professionals. This loyalty translates into a technical resource with a very high level of expertise and experience. ALS is managed within a regional structure with the autonomy to deliver services that meet local needs. Because the majority of staff, including senior management, are chemists, testing requirements of clients are well known. The resume of key technical professionals are available upon request. Key positions include:

- Managers - responsible for resource management and efficient delivery of services
- Technical Specialists - responsible for maintaining the leadership at ALS in the analytical testing market. Technical specialists are knowledgeable about emerging technologies and are often consulted by industry and regulatory bodies to provide expert assistance on a wide range of unique projects
- Account/Project Managers - provide the routine interaction between the laboratory and the client as it relates to the analytical project requirements for which ALS is renowned. Each client is assigned a Project Manager that develops an understanding of service requirements
- Chemists and Technical Staff - are highly skilled professionals trained in modern analytical procedures
- Support Staff - ensure that services are available to provide clients with timely and secure data delivery

## What this means to our clients . . .

The depth of technical and management expertise of ALS allows the company to deliver a consistently high level of service to clients. A commitment to having the highest level of technical expertise and knowledge provides the assurance that data are supported by a quality program using only modern instrumentation and procedures.





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