eurofins

# Water Hygiene Testing

Helping you play your part in creating
**a safer and healthier world.**

# Welcome to Eurofins

Eurofins Scientific was founded in 1987 with four employees to market the SNIF-NMR® technology, a patented analytical method used to verify the origin and purity of several types of food and beverages and identify sophisticated fraud not detectable by other methods.

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

## Global leader in Testing For Life

- Food & Water
- Environment
- Pharmaceutical & Cosmetic
- Discovery Pharmacology
- Forensics
- Advanced Material Science
- Agro Science
- Genomics
- Molecular Clinical Diagnostics
- In-vitro Diagnostic Products
- Consumer Products

## Comprehensive services and unmatched expertise

Through research, development and acquisitions, Eurofins draws on the latest developments in the field of biotechnology and analytical chemistry to offer its clients unique analytical solutions and the most comprehensive range of testing methods.

## A commitment to quality

**The Eurofins Network is committed to providing the highest quality services, accurate on time results and expert advice, delivered by its highly qualified staff.**

The reliability and accuracy of the data we produce helps customers make informed decisions to meet increasingly stringent quality and safety standards and the expanding demands of regulatory authorities around the world.

## Innovation and support by the market leader

Few testing laboratories can combine the level of expertise, technological leadership, attention to quality and customer service that have made Eurofins the global leader in many of the fields in which we serve.

Large investments in innovation, technology, IT and logistics combined with the scale of our business ensure that customers enjoy the high standards they expect alongside value for money.

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# Eurofins Water Hygiene Testing UK Ltd

## Analytical Services

As a member of the Legionella Control Association with extensive experience in water microbial and chemical testing, Eurofins delivers UKAS accredited laboratory analysis to the highest standards throughout the UK.

## Microbiology

We isolate and enumerate a wealth of micro-organisms that are important in assessing the safety of water, surfaces and those present in the air.

- Legionella
- Total Viable Counts (TVCs)
- Total coliforms
- *E.coli*
- *Pseudomonas aeruginosa*
- Pseudomonas spp
- Enterococci (Faecal streptococci)
- *Clostridium perfringens*
- Sulphite Reducing Clostridia (SRC)
- Nitrite Reducing Bacteria (NRB)
- Sulphate Reducing Bacteria (SRB)
- Yeast & Mould / Micro fungi
- Coagulase positive Staphylococci
- Surface swab analysis
- Surface contact plates
- Air plate analysis
- MALDI-TOF identification
- Endoscope rinse water analysis
- Non-Tuberculosis Mycobacteria (NTM)

## Chemistry

We assess the chemical composition of water for organic and inorganic determinands in a wide variety of applications and sample matrices.

- BSRIA
- Cooling towers & HVAC systems
- Agriculture & irrigation
- Environmental monitoring
- Industrial processes
- Swimming pools & recreational water
- Aquaculture & fish farming
- Waster water treatment
- Non-regulatory drinking water
- Hydroponics & aquaponics
- Medical and Healthcare facilities
- Closed systems
- Per- and Polyfluoroalkyl Substances (PFAS) & microplastics

# Laboratories

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Our services are offered on a UK wide basis via our 6 UKAS no.9658, 9508 & 1369 accredited laboratories

# Sample Logistics

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## UK-wide coverage

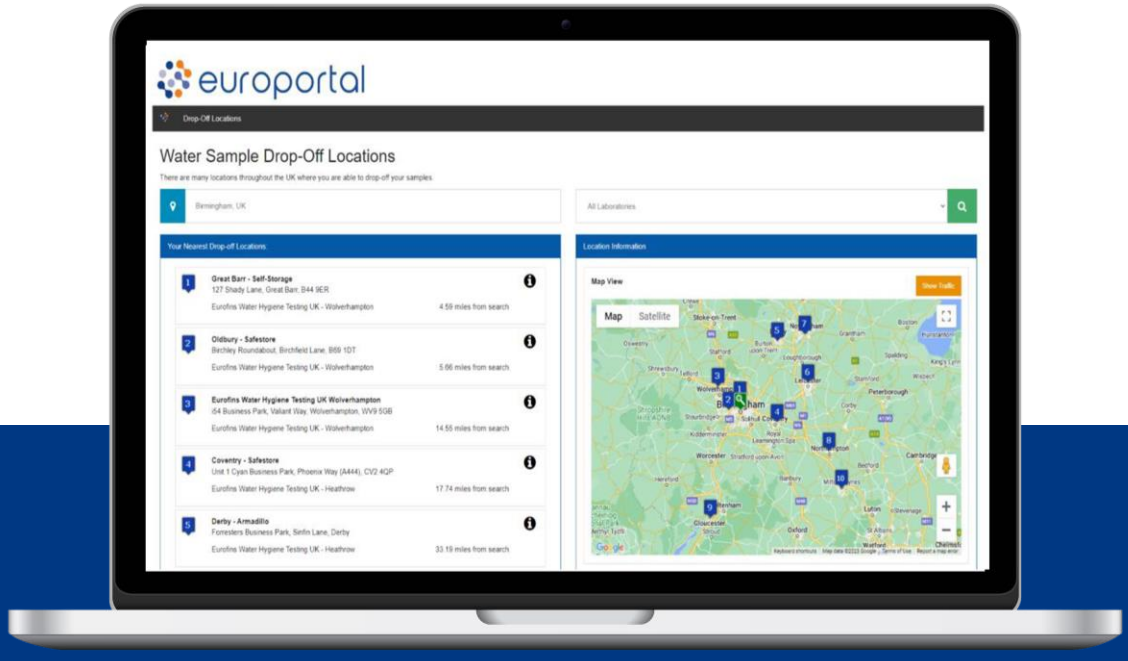
Eurofins clients benefit from our extensive and free to use sample drop-off network

- Over 60 drop-off facilities
- Online location finder (waterdropoff.com) to easily locate your nearest sample drop off facility
- Secure storage
- Temperature-controlled & monitored storage
- Serviced by a fleet of modern tracked split temperature-controlled vans
- Bespoke on-site logistic solutions

Temperature-controlled drop-off facilities

Temperature-controlled sample transport

UK-wide Locations



# Europortal

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## Client sample management system

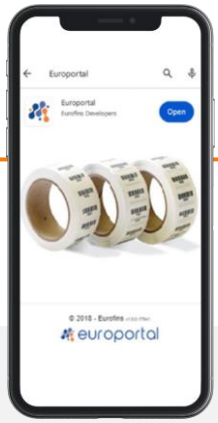
Eurofins online client sample management system, Europortal, has been designed and developed with our customers in mind.

- Electronic submission of samples via Europortal Desktop, Android or iOS devices
- Instant access to your results
- Multiple user access
- Powerful data reporting & trending
- Flexible system that can be adapted to customer needs
- Direct integration with client database capabilities via API

## Electronic sample submission mobile application

Submitting samples on-the-go is made easy via Eurofins Android and iOS application available to download from Google Play or Apple App Stores.

- Site and sample point location information available at your fingertips, driven by the Europortal desktop application
- Barcoded bottles
- Functionality to incorporate point of application barcodes for an even faster submission process
- Fully traceable electronic submissions
- Customisable to meet our customer needs
- Linked to your Eurofins quotation



# Europortal

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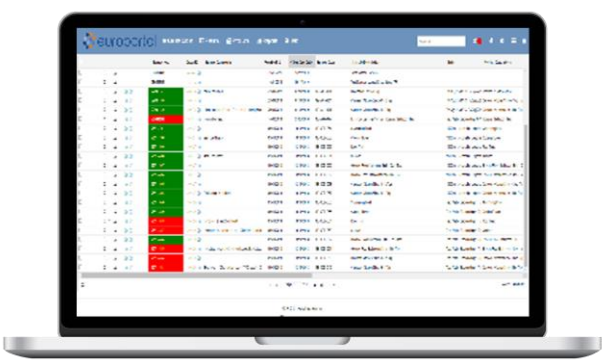
## Electronic sample submission
## Desktop application

- A desktop application for the purpose of electronic sample submission
- Barcoded bottles & fully traceable electronic submissions
- Customisable sample information
- Template creation & save functionality for repetitive sampling jobs
- Ability to create orders in advance of sampling works
- Linked to your Eurofins quotation

## Electronic sample submission
## Electronic order

Eurofins electronic sample submission process ensures that client samples are analysed and reported as ordered, negating submission and reporting errors via electronic paperless orders.

With enhanced reporting capability & functionality our sample submission process exceeds customer needs.



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OrderDetails

| | |
|---|---|
| Order ID | 1527436 |
| Created On | 27/10/2022 14:01 |
| Created By | Demonstrationaccount |
| Quotation | AH55UK22017504 |
| Client | DO NOT USE - Internal Purposes Only Europortal |
| Reception Partner | Eurofins Water Hygiene Testing UK - Wolverhampton |
| PO Number | 123456 |
| Est. Total Price | £120.00 |
| Client | Joe Bloggs Ltd |
| Date Taken | 20/10/2022 |
| Taken By | John Doe |
| Site | Main Campus Bulding |

Samples (4)

| Sample Details | Selected Analyses | Assigned Limit Set | Est. Price | Barcode |
|---|---|---|---|---|
| | | | £25.00 | 22-APO-443 |
| | | | £45.00 | 22-APO-444 |
| | | | £15.00 | 22-APO-445 |

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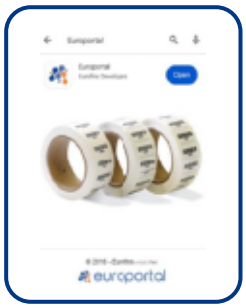
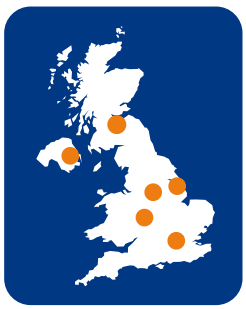
# Submission process
## A smarter submission process

Combined use of our mobile and desktop applications provide a fast and reliable smart submission process.

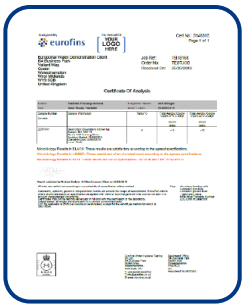
### Create order



### Submit samples



### Analysis & reporting



# Why Us

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## Laboratory services

- 6 Regional laboratories
  - Livingston
  - Grimsby
  - Wolverhampton
  - Heathrow
  - Sheffield
  - Belfast
- UKAS accreditation to ISO 17025 for a variety of microbial & chemical analysis
- Members of the Legionella Control Association (LCA)
- State-of-the-art equipment and facilities
- Access to Eurofins network of Competence Centers offering unprecedented expertise in existing and developing fields

## Client management

- Dedicated account manager services
- Dedicated customer services management
- Customer services support team
- Technical support
- Europortal customer services team
- Europortal on boarding training team providing remote and onsite training where required
- KPI reporting built around customer requirements

## API integration

- Retrieve your quotation and package pricing information
- Retrieve up-to-date drop-off point information
- Submit orders electronically via your own IT software
- Retrieve out of specification results notifications
- Retrieve sample details and results
- Retrieve sample certification files

## Customer focus

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

## Logistics

- UK wide logistical solutions. Strongest national coverage within the industry
- Over 60 sample drop-off point locations
- Secure & temperature-controlled storage of samples
- Drop-off points serviced by a modern fleet of tracked temperature-controlled vehicles
- Bespoke logistical on-site solutions
- Working with clients to expand sample drop off point locations
- Logistical back-up via trusted logistical partners

## Sample management - Europortal

- Instant access to your results
- Allows multiply users
- Mobile electronic submission of samples via Android or Apple devices or via desktop application
- Full traceability of samples via barcoded electronic orders
- Elimination of scribe errors
- Powerful reporting functionality
- Integrates with your system API

## Capacity, investment & growth

- Capacity to meet customers current and future growth
- Continued investment in our sites, staff and acquisitions
- Investment in the latest analytical instrumentation
- Investment in automation and emerging technologies

## Quality & integrity

- Delivering quality in all our work; providing accurate results on time
- Using the best appropriate technology and methods
- Developing or changing our processes for the better
- Behaving ethically in all our business and financial activities
- Demonstrating respect towards our customers and staff

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# Water Hygiene Testing


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