

GENERAL RULES OF COOPERATION WITH CUSTOMERS IN NESTLE FOR NQAC IN RZESZÓW

IN ACCORDANCE WITH THE INTERNAL CORPORATE REQUIREMENTS, INTEGRATED MANAGEMENT SYSTEM, NGLP STANDARDS AND ISO / IEC 17025 PCA DOCUMENTS AND NGLP REQUIREMENTS.

Additional Information for Customers for Analytical Request execution

ANALYTICAL METHODS

The laboratories use national standard methods or own validated analytical procedures. The list of actual analytical methods used is available on the intranet site in the current Price list which contains accredited method identified by [A] and not accredited but which meet PN-EN ISO/IEC 17025 requirements: [Nestlé Quality Assurance Center Rzeszów \(sharepoint.com\)](https://sharepoint.com)

1. The customer completing each time "Analytical Request" and circling in the analytical method or ordering the sample in SAP by creation Inspection LOT agrees to perform tests by laboratories NQAC in accordance with the information contained in this document. Laboratory informs that if the customer does not indicate in the analytical request the methodology, laboratory applies methodology the best of their knowledge and assumes that the customer agrees.

PERFORMANCE OF TESTS IN THE AREA REGULATED BY LAW

2. Customer in the analytical request defines "objective of examination" - the law regulations / own needs. If the "objective of test" are analyzes, the results of which are designed and used to assess compliance in areas regulated by law, also apply the relevant requirements of the law.
Laboratories NQAC declare that are doing the tests, the results of which are used in regulated areas, for which a provision of law specifies test methods shall be used appropriate methods - described in the law (standards, regulations or publications).

If in the analytical request " the objective examination" - are own requirements and the test is carried out by a method other than specified in the law, laboratory declares that will inform the customer about the inability of the study to assess with the law and identify the used method in the analytical report.

3. If the client is expected to work with the requirement, for the research information on research presented as part of the research, which will be issued as part of the opinion and interpretation in the form of e-mail.

SUBCONTRACTORS

4. Laboratory declares that in cases of lack of analytical capabilities, unforeseen reasons (equipment's problem, workload, need for further expertise or temporary incapacity) NQAC use the competent subcontractors, which are chosen from the „Approved list of laboratories” available in the intranet site. Laboratory will inform customer about the scope of subcontractor analyses and the selection of the subcontractor, the lack of negative information, as well as reading the email will treat as agreement from customer.

INFORMATION INCLUDES IN THE ANALYTICAL REPORTS

5. Results in the Analytical Report refer only to the samples tested.

6. Test reports may include the results within the scope of accreditation of AB 1408 and / or non-accredited testing. The results outside the scope of accreditation does not have a sign [A] but are compliance with PN-EN ISO/IEC 17025.
7. U is the value of the expanded uncertainty at the 95% confidence level and coverage factor $k = 2$ The results do not include the uncertainty associated with sampling. Laboratory measurement uncertainty is given when it is relevant for the validity of the test result, or the compliance with specified limits and on request.
8. The laboratory informs that according to the requirements of point 7.1.3 of ISO 17025 if internal customer or other Nestle factories require a statement of conformity to a specification or standard specify specification/standard (e.g. satisfied / not met, within tolerance/outside tolerance limits) for results reported in SAP the laboratory applies the rule of acceptance – “Simple acceptance” in accordance with ILAC-G8. For external Customers (outside Nestle and SAP) the customer choose if they need the statement of conformity and if needed inform about the specification and rule statement of conformity “simple acceptance” or “guard band” in Analytical Request Form. Laboratory confirms it and present the confirmation statement in the Analytical Report in the field “Comments”.
9. The results of microbiological results characterized by a small number of micoflora has the additional commentary Estimated number ", which means less accurately estimated real number.
10. LOD (Limit of Detection) - is the lowest analyte concentration which can be detected and it is reached when at least 95 % of the reactions give a positive response (detection rate $\geq 95\%$). LOD is not strictly related to the tested sample. It is obtained by the analysis of serial dilutions of DNA, extracted from a reference material containing the DNA sequence investigated.
LOD value of individual target can be found in the actual Pricelist and in the tab GMO on the website.
Plant material result “Detected” is not linked to the presence of GMO, but to the specific vegetable nature of the sample.
11. In the case of customers ordering the sample in SAP laboratory agreed that results can be presented in the simple way and that the test reports are generated only on the customer request and the valid result is visible in the field "Original value" in transactions Analytical Report in SAP (R3PE1_ / GLB / UGTPT00_ANAL).
12. Laboratory agreed with Customers and it is not required to confirm each time that report results as accredited in compliance with PCA number 353 from 24.08.2021. Information about obtained result identified in Analytical Report “*” in the Analytical Report value of lower limit of range [unit of measure] "or"> value of the upper limit of the measuring range [unit of measure] "with information about the measured uncertainty value for the upper limit analytical range. This information will be published with the accreditation.