

 <p>Quality Assurance Center NOAC Nestlé Polska S.A. Oddział w Rzeszowie</p>	<p><b>ADDRESS:</b> NQAC Nestlé Polska S.A. Oddział w Rzeszowie ul. Gen. St. Maczka 1 PL – 35-959 Rzeszów POLSKA</p>	<p>internet website: <a href="https://www.nestle.pl/rziczrn">https://www.nestle.pl/rziczrn</a></p>

**CONTACT:**

Małgorzata Filar - NQAC Manager, SPOC, phone: +48 17 8753 434, mobile: +48 605 652 236

Beata Zimmicka - P-tests, Quality and Customer Service Manager, SPOC, phone: +48 17 8753 224, mobile: +48 605 652 315

Jakub Dziuba - GLOBE LIMS SuperUser, Customer Service in English, billings, ICO, invoices, phone: +48 17 8753 230, mobile 660 630 209

Katarzyna Korzeniowska - Customer Service in English, phone: +48 17 8753 230

Tomasz Buda - GLOBE LIMS SuperUser, Customer Service in English, phone: +48 17 8753 488

Zdzisław Wojtas - Customer Service in Polish, phone: +48 17 8753 330

Justyna Walawender - Customer Service in English, phone: +48 17 8753 350

<b>WORKING HOURS:</b>	07:00 AM - 04:30 PM
<b>REGISTRATION HOURS:</b>	07:00 AM - 12:00 AM or according to current arrangement with customers and managers, samples received after 12:00 AM will be registered next day.

CUSTOMER SERVICE	<a href="mailto:Customerservice.Nqaczrszow@PL.nestle.com">Customerservice.Nqaczrszow@PL.nestle.com</a>
------------------	--

**RECOMMENDED SAMPLE AMOUNT AND LAW REQUIREMENTS:**

Parameter	Matrices / tests	Law requirements in sampling procedures (needed for areas regulated by law)	Min. recommended amount of laboratory sample (needed for analysis)
Mycotoxins	Food products and ingredients needed to produce them (according to information in portfolio/price list)	WE No 401/2006	Cereals: 500g Green coffee: 1000g Cocoa bean: 3000g Others: 250g
Furan and Alkylfurans		internal agreements	Please prepare two specific closed jars for this analysis (sample will be rejected if recommendation not followed), for other samples: 200g or 200 ml
Pesticides (including ETU-PTU and Dithiocarbamates)		Dz.U. 2013 poz. 1549	250g or 250 ml
Heavy metals and Minerals		WE No 333/2007	
Colorants group I and II		internal agreements	300g or 300 ml
QAC		Chlorate risk assessment - raport EFSA of 15 July 2015	
Nutritional values (BIG8)		internal agreements	250g or 250 ml
Nitrates / nitrites		WE No 1882/2006	
General Chemistry		internal agreements	200g or 200 ml
Microbiology (food)		WE No 2073/2005	
Microbiology (salmonella)		ROZPORZĄDZENIE KOMISJI (WE) NR 2073/2005 z dnia 15 listopada 2005 r.	pooling 200g
Microbiology (food): Sterility test streak OSA or PCA; Yeasts and Moulds		internal agreements	200g or 200 ml
Microbiology (water)		Water	Dz.U. 2015 poz. 1989

<b>BIG8 ANALYSIS:</b>	If sample contains prunes - please be informed that we cannot perform <b>sugar</b> analysis
	If sample contains inulin - please be informed that we cannot perform <b>fiber</b> and <b>sugar</b> analysis
All details about analyzed matrices and its exceptions, scopes of analysis, LOQ and other important informations can be provided by our Customer Service Team	

**IMPARTIALITY and CONFIDENTIALITY POLICY**

NESTLÉ POLSKA S.A. NQAC RZESZÓW declares that Laboratories and Consumer Service, operates in an impartial, confidential and independent of any pressure.

**OBJECTIVES OF THE PRACTICE AND CONFIDENTIALITY:**

- providing services in an impartial, confidential and fair manner using the same procedures for all customers,
- not subjecting to any commercial, financial or other pressure violating impartiality and confidentiality,
- objective and equal treatment of clients without favoritism or discrimination,
- not engaging in any additional work that could affect good laboratory property, undermine its credibility and reliability of services rendered,
- not disclosing information obtained as a result of laboratory activities to unauthorized persons / entities, unless required by law.

**OBJECTIVES OF THE PRACTICE AND CONFIDENTIALITY POLICY ARE ACHIEVED BY:**

- documented implementation of services rendered ensuring impartiality and confidentiality
- a written commitment of personnel to maintain confidentiality,
- written commitment of personnel to comply with the NQAC Quality Policy,
- a written declaration of each newly recruited employee regarding conflicts of interest and assurance of the immediate superior not to engage in any activity constituting a potential conflict of interest with the company,
- ensuring that the collaboration and operation of the laboratory-related entities do not affect impartiality, confidentiality and objectivity,
- identifying and periodically monitoring risks and opportunities arising from the activities of the laboratory, staff connections, connections in the organizational structure and taking actions to eliminate or minimize potential threats,
- ensuring that the client or other interested party has the right to lodge a complaint if there is any doubt as to the impartiality and confidentiality,
- periodically reviewing the implementation of the Impartiality and Confidentiality Policy.

NQAC staff knows, understands, adheres to and implements the Impartiality and Confidentiality Policy. The management of NQAC in Rzeszów declares its commitment to the implementation of the above Policy and is responsible for overseeing the implementation of its assumptions.