

11 October 2024

Dear Customer

2024 overview and looking forward to 2025

Thank you for your valued custom during 2024. As a way of showing our gratitude, due to the recent Peanut in Mustard alert, we would like to help you ensure that your product is safe, and to assist you in reassuring your customers, as such we have dropped the price of our Peanut Allergy test to £50 plus VAT until the end of 2024.

It has been a busy year, with a great deal of development work going on behind the scenes.

Our NetPortal system will soon be adapted so you can order consumables and book collections directly from NetPortal. As such you will not need to contact Customer Services to book collections or order consumables. We will send you instructions which will guide you how to order consumables and book collections from the NetPortal system.

As a result of the teams hard work we are now offering:

- SO2 on both Food and Swabs
- Acrylamide testing on Food and Water
- Metals testing for Calcium, Copper, Iron, Potassium, Magnesium, Manganese, Sodium Phosphorous, and Zinc.
- Mycotoxins testing – Aflatoxin and Ochratoxin A
- Celery PCR testing
- Meat Species testing by PCR (Beef, Lamb, Pork, Chicken, Horse, Turkey and Goat), Universal Meat and Ruminant 12A
- Gluten ID PCR (Identifies specific wheat (*Triticum*), barley (*Hordeum vulgare*) and rye (*Secale cereale*))
- The DG18 Yeast and Mould method especially for low moisture products.
- Maldi-tof testing to help identify species quickly on Listeria and Salmonella

Over the next few months, we will be looking to expand the Meat Species we can test inhouse, and work on bringing tests such as GMO, Nut PCR testing, Vitamins, and water soluble additives such as Acesulfame-K, Saccharin, Caffeine, Aspartame, Benzoate/(benzoic acid), Sorbate/(sorbic acid), Theobromine and Vanillin inhouse, so it is exciting times ahead for Intertek Food Services in the UK.

We have attached a list of the testing you can order from ourselves alongside this letter.

Our Global Food team have also been busy bringing in packages to support you as Customers and over the past 12 months have brought in a number of new services. To give you a brief summary of some of the services the team can support and offer

- **Intertek Horizon Scan**

Daily updates on food safety / integrity issues from over 100 countries; the online tool allows our customers to create specific reports on issues related to their sector and supply chain; data can be trended to allow for emerging or increasing issues to be identified; provides our

customers with insight into risk in their business so that they can update their risk management systems.

- **The Food Hygiene Control Program**

The Food Hygiene Control Programme is a global consistency standard designed to check that food premises are compliant with food hygiene best practices. Trained auditors perform assessments of the effectiveness of current controls through a defined checklist; the program offers a measurable assessment of performance and ongoing support for continuous food safety improvement; the program can be configured for small hospitality businesses and for large chains with more complex production processes.

- **The Vegan Control Program**

The Intertek Vegan Certification Program is designed to allow manufacturers and retailers of vegan products to demonstrate that they are committed to the integrity of their products for vegan consumers. The program involves a remote assessment of all documentation related to the production of vegan foods and a site inspection against a defined checklist; customers meeting the requirements of the program can use the Intertek 'Vegan Verified' logo on their products, subject to ongoing assessment.

Other parts of our businesses have also been working on programs which may be interesting to yourselves. For example, our Business Assurance team, have been helping clients with Sustainability and particularly the Corporate Sustainability Reporting Directive, along with audits such as BRC and International Standards.

Looking forward to 2025, we have listened to you all, and feedback has been that many clients do not like the collection charge, as such we have taken steps to eliminate the charge as much as possible, and we have also eliminated many of the consumable costs.

To help us prepare for 2025, it is also helpful to get some information from you as our valued Customers. Please can you let us know if you perceive any significant changes to the volume of testing you anticipate sending to ourselves in 2025 (both increases and decreases) and whether there will be any changes to your testing suites.

It would also be fantastic to know whether there are any additional tests that you would like us to bring inhouse, to help us to plan for the future.

If you would like to discuss any other services such as Sustainability or our Global Food Teams offerings, please let us know as well.

If you can let us have your responses by the end of October, then we can add your input to our 2025 plan.

Yours Faithfully



Alan Cadman

Business Development Manager



Zoe Comley

Customer Services & Logistics Manager