NQAC
Nestlé Quality Assurance Center
Dublin

PATHOGEN RETEST POLICY

Detecting pathogens within product is difficult. They occur sporadically throughout a lot, are often injured and their presence can be inhibited by materials in products. Pathogens can cause an infection or disease at low levels.

Our policy at NQAC Dublin is that a sample with a positive result for a pathogen, cannot be confirmed as negative through a retest. As a result, we advise against any request to retest an individual or composite positive pathogen sample using a qualitative (presence/absence) analysis. Quantitative retests can be requested for samples that have tested positive for *Listeria* species or *Listeria monocytogenes*. Please note that the sensitivity of the quantitative analysis is much lower than our qualitative analyses. A <10 CFU/g result does not negate the original positive qualitative result.

If additional investigative sampling/testing is required, please notify our Customer Service team. They will assist in providing you with an additional sample form for submitting a new set of samples. The new set of samples is required for the completion of any additional testing. We take every precaution to assure that samples reported as positive for a pathogen, are true positives.

An ISO 17025 accredited laboratory since 1998, NQAC Dublin has robust quality assurance programs in place to prevent laboratory cross-contamination. These include:

- Laboratory Zoning / Segregation of High Risk Activities
- Unique Control Strains
- Sanitation
- Environmental Monitoring
- Employee Training
- Rigorous Media QC Testing
- Positive and Negative Process Controls

These programs are reviewed for compliance prior to release of test results. Should you have any questions or concerns regarding the validity of your results, a full investigation (out-of-specification report) is available upon request.

ISO 17025 Accredited

We receive, test and report seven days a week.

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