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Core Values

As a company we can trace our history back to 1863, our core values drive the decisions we make today in building on this legacy.

Company Overview

As a global leader in the testing, inspection and certification industry, ALS is focused on delivering high quality client solutions.

We provide services to government, multi-national companies, manufacturers, retailers, consultants, and mining companies across the world. ALS processes more than 20 million samples per year and is one of the largest TIC companies in the world.

At ALS we are committed to assuring our community by providing high quality, innovative, professional testing services to help our client make informed decisions. We support clients to ensure their businesses operate in the most efficient, environmentally and socially responsible, market competitive way possible.

Our global scale benefits clients through technical leadership, access to emerging technology and regulatory trends, and a large pool of technical experts. This is balanced with a local focus to provide ease of use and market specific knowledge and services.
Benefits of using ALS for testing and analysis

“ALS staff are always helpful, and I’m able to quickly reach technical experts who can answer my questions.”

CONSULTING FIRM

At ALS we strive to provide clients with a service that meets and exceeds their expectations.

Our commitment to good science and personal service is backed by a thorough and constantly improving quality management system. We are evolving our services to improve your ALS experience. When working with ALS, clients can expect:

- Service delivery and laboratory result turnaround to meet your project requirements. This includes rapid turnaround on projects which are time sensitive and critical.
- Dedicated client and project management to provide ease of use.
- Technical resources to help solve problems.
- Extensive experience and deep industry knowledge through working with a wide range of clients and programs.
- World class laboratory facilities to provide an environment that supports quality and accuracy, and with a scale to run large client projects.
- Technology solutions to help manage your projects and laboratory data. This includes Webtrieve™, electronic data deliverables, and applications to support you in the field.
- Access to the latest analytical technology to achieve required limits of reporting.
- A global network that provides knowledge of emerging regulatory trends, and is supported by the release of regular technical bulletins and social media posts.
- A commitment to safety as a priority
Celebrating more than 40 years of experience in the Singapore Market

FOOD • ENVIRONMENTAL • ELECTRONICS • PHARMACEUTICAL • BIOLOGICAL FLUIDS • TRIBOLOGY
Overview of ALS Singapore

ALS Singapore has been operating as an independent testing service provider for 40 years.

More than 120 staff use the latest technology to service the Food, Environmental, Electronics, Pharmaceutical, Biological Fluid and Tribology sectors. ALS can provide a wide range of high quality solutions to clients in Singapore and South East Asia. With state-of-the-art facilities (4,800m²), the latest technologies and expert technical staff, ALS delivers high quality and timely sampling, analytical, and consulting services to clients in South East Asia.

Our staff consists of chemists, biologists, computer scientists, technicians, and support personnel. The diverse educational backgrounds and experience of our employees provide ALS the comprehensive skills required by a modern analytical laboratory. We take pride in our experience and professional dedication and are committed to providing the necessary resources to maintain and further develop our expertise to meet and exceed customer expectations.

Regional Footprint in the Asia Pacific Region

ALS is the leading provider of testing and inspection services to the Environmental, Water, Food, Hydrographics, Pharmaceutical, and Consumer Products life science market segments across APAC. Our team of 2,000 client focused staff have the experience to provide clients with a rich understanding of the markets in which we operate. The depth of technical and management expertise allows ALS to deliver constantly high levels of service to our clients.

In the APAC region ALS has an in-country presence in; Australia, Singapore, Hong Kong, China, Malaysia, Thailand, and Indonesia. We also have extensive experience with logistics and project management in alternate countries.

The personal and comprehensive service delivered by ALS provides clients with the assurity to make informed decisions and deliver successful commercial outcomes for their projects.

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Comprehensive **Range of Capabilities and Services**

**Food Testing**

ALS took excellent and prompt care of my requirements with cheerful and professional service.”

**FOOD MANUFACTURER**

**INDUSTRIES**
- Dairy producers
- Drinks manufacturers (including water and soft drinks)
- Exporters/Importers
- Food service
- Independent food producers
- Food manufacturers
- Primary producers
- Retailers
- Wholesalers
- Hotels, restaurants and caterers

**PRODUCT CATEGORIES**
- Processed foods
- Ready to eat foods
- Dairy products
- Beverages
- Fruit and vegetables
- Meat and poultry
- Seafood
- Bakery items
- Baby Foods
- Packaging materials
ALS’s diverse range of sampling, testing, and consulting services available in Singapore assists the Food Industry with their food safety and food quality requirements. With over 40 years of experience in the Singapore food industry, the business is a SAC-SINGLAS accredited supplier of laboratory services and is an active member of the Singapore Institute of Food Science and Technology (SIFST).

The Singapore business has a commitment to dependable testing services that provide clients with the confidence to make informed decisions in meeting their regulatory and food quality requirements.

Testing Services
- Microbiology
- Pathogens
- Nutrition labelling
- Preservatives and additives
- Metals and Minerals
- Vitamins
- Pesticides
- Contaminants
- GMO
- Mycotoxins
- Migration testing (food packaging)
- Edible Oils and Fats Testing
- General Food Chemistry Testing

Support Services
- Shipment analysis
- Quality assessment for small to medium food factories
- Training courses in food safety and GMP
- Environmental sampling, equipment and hand swabbing
"ALS is easy to work with — it's nice to feel like you are dealing with your local lab."

ECOTOXICOLOGY COMPANY
At ALS we can offer an extensive range of client solutions, with one of the largest environmental laboratory’s in Singapore.

**Testing and Monitoring Services**

**Soil, sediment and solid waste**
- Environmental baseline studies (EBS)
- Environmental impact assessments
- Toxicity test for landfill
- Soil for civil engineering purposes
- Agricultural soil testing
- Solid waste classification

**Water**
- Groundwater monitoring
- Surface water monitoring
- Waste water monitoring
- Sea water testing
- Drinking / Potable water testing
- Swimming pool water testing

**Air monitoring (sampling and analysis)**
- Stack Emissions
- Ambient Air
- Industrial Hygiene (IH)
- Indoor Air Quality (IAQ)
- Clean-room air quality monitoring

**Asbestos identification and fibre counting**

**Noise Monitoring**

**Vibration Monitoring**
ALS Singapore can provide a wide range of sampling and testing services to the pharmaceutical and health care industry. The business has the resources, facilities, and capabilities to carry out testing and analysis of medical devices, pharmaceutical, health care, Chinese proprietary medicine, and cosmetic products.

The laboratory’s staff are extensively trained and committed to provide professional testing services to clients. The testing methods are set up in accordance to United States Pharmacopeia (USP) and European/British Pharmacopeia (EP/BP) standard testing methods. The laboratory set up and process flow also meets the regulatory requirement for a Good Manufacturing Practice (GMP) quality control laboratory.

ALS staff are very patient and responsive with our initial questions. We will certainly use ALS when we need more testing. They are a very efficient team and have good turnaround time.”

MEDICAL TECHNOLOGY MANUFACTURER

Testing Services

**Raw Materials, Pharmaceutical & Medical Products**

- Microbiological Examination
- Sterility Test
- Microbial Limit Test (MLT)
- Bacterial Endotoxins (BET)
- Bioassay/Microbial assay for antimicrobial products
- Growth Promotion Test (GPT)
- Antimicrobial Effectiveness Testing (AET)
- Evaluation of disinfectants and antiseptics
- Microbial enumeration and identification test
- Physical and Chemical Testing
- Monographs Compliance
- Limit Tests (Heavy metals, Arsenic, Lead, Chloride, Sulfate, LOI, etc.)
- Trace toxic metals
- Flash Point (PMCC, COC)

**Controlled Environment & Process Validation**

- Supply of agar plates for on-site monitoring
- Compressed gas microbial monitoring
- Clean room air and surface microbial monitoring
- RO/Purified water quality monitoring
- Biological Indicator – Total Viable Spore Count
ALS has the capability to carry out the timely and reliable testing of biological fluids. Clients of the business include hospitals, clinics, research organizations and haemodialysis centres.

Our commitment to dependable testing services provides clients with the confidence to meet the regulatory requirements of the Ministry of Health (MOH) and Ministry of Manpower (MOM) of Singapore.

ALS Singapore is accredited with ISO 15189:2012 for medical testing.

**Blood and Urine**
- Toxic metals
- Fluoride
- Exposed Chemicals and their Metabolites (eg. SPMA, TTMA, TCA)
- Creatinine Level

**Haemodialysis Fluids**
- Total Viable Microbial Count
- Bacterial Endotoxin
- Contaminants as per AAMI or ISO Standards
- Electrolytes
Our laboratory is staffed with technical and industry experts, utilizes the latest analytical and instrument technologies, and operates within a dedicated laboratory workspace.

The business takes pride in building strong customer relationships with local and international clients through a commitment to customer service that is second-to-none. The testing services can utilize standard international methodologies, or be based on client-specific testing methods developed for a particular application or program. Beyond testing reports clients have access to consulting services and technical advice.

**Cleanliness Testing**
- Trace level Ionics Analysis of Electronics components and materials (e.g. IPC TM 650 2.3.28)
- Particle Counting and Identification (e.g. ISO 16232)
- Volatile Organic Compound of Electronic Components, Packaging and related materials.
- Semi and Non-Volatile Organics Residue analysis
- Trace Metal analysis

**Facilities Monitoring**
- Cleanroom Air VOC Analysis and Ionic Impinging
- Clean Dry Air (CDA) and Purified Gases VOC and Ionic Impinging
- Ultrapure and DI Water Analysis

**Reliability Testing**
- Temperature/Humidity Cycle
- Salt Spray Test

**Failure Analysis and Micro Contamination Testing**
- Microscope FTIR Analysis of Fibres, Microplastics, Organic Residues etc
- SEM EDX Analysis of Metallic and Inorganic particles, Surface Discoloration etc
- Cross-sectioning
- Crack Analysis of Moulded Parts
- Corrosion Assessment of Plated Surfaces
- Studies on Delamination of Adhesives
- Thermogravimetric Analysis (TGA) – Compositional Analysis
- Differential Scanning Calorimetry (DSC) – Tg, Tm & Tc

**Micro Metrological Measurements**
- Surface Roughness
- Step Height
- Plating Thickness

“As part of our supplier management program, a yearly evaluation of our supplier’s performance is done. For 5 years running, ALS performance was rated at Highly Satisfactory.”
Tribology and Petroleum

“ALS staff are always courteous, and I’m able to quickly reach analysts for discussions to tailor requirements to suit whatever problem I’m working on.”

CONSULTING FIRM

Whether you want to reduce costly repairs, limit unplanned downtime, increase equipment availability, extend oil drain intervals or evaluate product performance, ALS Singapore can provide the testing solutions to help improve your maintenance practices.

The laboratory operates as a totally independent oil, fuel, coolant, and metalworking fluid analysis service and is part of the largest global laboratory network in the industry.

Customer Base
- Construction
- Manufacturing
- Mining
- Transportation
- Lubricant Suppliers
- Oil Exploration
- Original Equipment Manufacturers (OEMs)

ALS Singapore can offer standard analysis packages and over 50 different specialised ASTM tests covering any combination of conditions, fluids, and applications. Services include:
- In-Service Lubricant Analysis
- Engine Coolant Analysis
- Diesel Fuel Analysis
- Metalworking Fluids Analysis
- Wear Debris Analysis
- Consulting and Training.

With the largest global laboratory network in the industry, ALS has an international customer base that includes construction, over-the-road transportation, original equipment manufacturers (OEMs), lubricant suppliers, oil exploration corporations, fortune 500 companies, marine, mining, and manufacturing.
Quality assurance program built for client needs

“If I ever have questions about sampling or analysis, I go directly to ALS. The staff are extremely knowledgeable and helpful.”

MINING COMPANY

Quality Management System

ALS is committed to consistently providing quality data and service to satisfy the requirements of each client by focusing on rapid turnaround time, results, and client value added services.

The ALS Quality Management System (QMS) is structured to include the needs of clients and ALS corporate policies, as well as accreditation, licensing, and certification requirements. ALS achieves and maintains its high standard through a quality system focus combined with documented policies and procedures. The system is supported by a dedicated team of highly experienced professionals who maintain the Quality Management System, conduct internal audits and proficiency programs, control documentation, identify improvement opportunities and assist in training and compliance.

Our QMS focuses on the generation of high-quality data that is delivered on time, and meets client and regulatory requirements.

ALS employs a multi-layered approach to optimising quality including:
- Blanks and Duplicates
- Matrix Spikes and Surrogates
- Laboratory controls and Standard Reference Materials
- Analyst comparisons and Blind samples
- Long term participation in international Proficiency Testing programmes
- Final review and approval by a signatory

All analytical methods used at ALS undergo validation prior to their approval for use in the laboratory. The approved methods contain criteria for quality control and performance criteria that provides information on each preparation and analytical stage of analysis. Data generated are compared to data quality objectives.

ALS policy:
- Generate scientifically sound and legally defensible data
- Provide high quality testing services in compliance with accreditation and regulatory requirements

Scheduled internal audits are performed on all quality management system elements. System audits are qualitative evaluations of all components of the laboratory systems. They determine if the measurement systems are being used appropriately. Such audits typically involve a comparison of the activities given in the QA Manual with those actually scheduled or performed and are conducted by a Quality Assurance Manager at each facility. Audit findings are used by ALS to improve process performance.
Health, **Safety** and the **Environment** as a priority

ALS is committed to a safe work culture. Our global minimum standard assists in managing health, safety and environment risks. ALS employs a team of Health and Safety professionals at both regional and corporate level to support continual improvement and best practice.

ALS believes the meeting of its safety and environmental obligations is essential to our long-term success. The company imparts its safety and environmental values from the first day the employee commences work with the company and throughout their term as a valued employee.

**We do this by:**
- Comprehensive safety training as part of the employee onboarding process
- Ongoing training, including formal training on core topics and personalized training based on risk assessments
- Integration with our day-to-day operations through our “Safety First” program and quality management system
- Auditing, reporting and review at all levels of the organization

ALS has a core value of “**Safety as a Priority**”. Being an employee of ALS is about putting safety first. This approach is identical for staff working in ALS Lima, Vancouver, Johannesburg, Hong Kong, or Sydney.

As part of this global approach, the minimum standard is driven by an ethic to deliver a consistently friendly and safe approach to work, regardless of differences in local laws.

**The ALS HSE Minimum Standard requires each business to manage key risks by adopting the following:**
- Ensuring health, safety and environmental resources are available;
- Ensuring managers are aware of their responsibilities;
- Implementing a plan for managing injuries and site emergencies;
- Ensuring contractors work safely;
- Ensuring that key safety information is available for all staff to view;
- Providing training on key safety risks;
- Ensuring that staff have an opportunity to provide feedback;
- Ensuring that work areas are designed and maintained in a safe manner
- Ensuring that all incidents are reported so we can learn from our experiences;
- Completing a review of health and safety issues on a regular basis; and
- Ensuring that a monthly site audit of Safety issues is conducted.

Fixed schedules are in place for auditing, reporting and review of the HSE management system by staff, supervisors, and management.

**Environment**

ALS is committed to minimizing its environmental footprint. To support this goal, each laboratory adheres to relevant legislation in their jurisdiction for waste storage and disposal. Samples and wastes are recycled or disposed in an environmentally responsible manner. Containers and packaging are recycled wherever possible.
Performing **efficiently** and **ethically** at all times

ALS is committed at all times to performing duties in efficient and ethical ways.

**Compliance**

ALS believes that meeting compliance obligations is a responsibility essential to its long-term success. The company is committed to adhering to all legislation relating to ALS operations. All ALS employees are responsible for complying with policies and procedures established to ensure that ALS fulfils requisite legislative requirements. Every employee, contractor, or agent of the company is held accountable to conform to the law and act ethically at all times.

**Confidentiality**

ALS employees understand the importance of confidentiality and have implemented policies that ensure the protection of client information. Employees are required to sign and follow ethics, conflict of interest, and confidentiality policies. These agreements are required to ensure that all employees are aware of the following items:

- Laboratory policy regarding ethics and the standards of integrity that are expected of them
- The notion that they are free from any undue pressures that might affect the quality of their work

Client confidentiality ensures that procedures for sending test results by mail, facsimile, email, or electronically meet client requirements. Requests for records made by a third party must be accompanied by written consent from the client. All employees assure clients that confidentiality is observed at all times when presenting records.

**System Integrity**

- Secure, virus-free system, including a firewall to protect data
- Back-up of all data
- Redundancy of major equipment and services
- Professionally managed and maintained
- LIMS (Laboratory Information Management System)
“The certificates of analysis are always clear and precise. The time frames to get price quotes and samples analysed are excellent.”

NATIONAL CHEMICAL COMPANY

ALS is focused on providing high quality analytical services that provide clients with the confidence to make informed decisions. The laboratory is accredited to ISO17025 for the suite of services provided.

ALS is committed to utilising performance testing samples to ensure that all analyses are compliant with industry standards. Our focus is on providing high quality analytical services that provide clients with the confidence to make informed decisions. The laboratory is accredited to ISO17025 for the suite of services provided.

- Singapore Laboratory Accreditation Scheme (SINGLAS), administered by the Singapore Accreditation Council to the requirements of ISO17025:2005 in 2 fields: Chemical & Biological, and, Environmental Testing.
- ISO 15189:2012 Medical Testing
- Approved Analysts of Oils & Fats by the Federation of Oils, Seeds and Fats Association, Ltd of the United Kingdom (FOSFA International)
- Registered Analysts by the Sri Lankan Standards Institution of Colombo, Sri Lanka for pre-shipment analysis of vegetable oils from Singapore and Malaysia.
- Approved Laboratory to carry out Micro-contamination tests and banned substances tests for Hard-Disk components by Seagate, Western Digital, Samsung and Hitachi GST.
- Recognized Analysts by the Singapore Food Control Department, Pollution Control Department, Public Utilities Board, Ministry of Health, Ministry of Defence, People’s Association, Health Science Authority, Health Promotion Board, National Environmental Agency, Ministry of Manpower, and Land Transport.
- Authority and Jurong Town Council, and other government bodies.
- Bizsafe Level 4, approved by Workplace Safety and Health Council, Ministry of Manpower.
- Approved Laboratory for Oil and Filter Analysis by engine manufacturers Turbomeca and Honeywell
Singapore

ALS Technichem (S) Pte Ltd
121 Genting Lane #04-01
ALS Building
Singapore 349572
T: +65 6589 0118
E: singapore@alsglobal.com

Jeanette Wong
Managing Director
E: jeanette.wong@alsglobal.com

Kai Wen Yao
General Manager
E: kaiwen.yao@alsglobal.com

Ken Lam
Senior Marketing Manager
E: ken.lam@alsglobal.com

Peggy Lim
Customer Services Manager
E: peggy.lim@alsglobal.com