# Table of Contents

2  **Company overview**  
   Core Values

3  **Laboratory facilities**  
   Melbourne  
   Sydney  
   Regional Footprint

4  **Quality**  
   Quality Management System

5  **Comprehensive range of capabilities and services**  
   Sample Types  
   Services  
   Methodologies  
   Chemical and Physical  
   Chromatography  
   Microbiology

8  **Performing efficiently and ethically at all times**

9  **Service approach and value adds**  
   Standard Offering  
   Webtrive™  
   PharmaMail and Technical Bulletins

10  **Key Contacts**
ALS is the global benchmark for service and integrity

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.

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.

65+ countries covered by the global network
13k+ committed staff
350+ laboratories and offices
40 years of successful laboratory operation
Laboratory Facilities

ALS has two state-of-the-art Pharmaceutical facilities in Melbourne and Sydney.

The laboratories reflect the latest design and layout to provide for efficient sample processing, space for growth and diversification, and an improved testing environment. These factors will provide our customers with a better quality and faster turnaround service, as well as facilitate major projects or new testing requirements.

The Sydney facility houses our Pharmaceutical Chemistry Centre of Excellence and we are committed to being Australia’s number one Pharmaceutical Chemistry provider.

MELBOURNE
22 Dalmore Drive, Scoresby VIC 3179

SYDNEY
10/2-8 South Street, Rydalmere NSW 2116

Regional Footprint in the Asia Pacific Region

ALS is the leading provider of pharmaceutical testing and analysis services across the Asia-Pacific region. Our team of 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, China, and Thailand. The personal and comprehensive service delivered by ALS provides clients with the assurance to make informed decisions and deliver successful commercial outcomes for their projects.
Quality assurance program built for client needs

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

CONSULTING FIRM

Quality Management System
ALS has implemented one quality system to encompass all our Australian facilities, providing:

- Consistent quality standards
- A single GMP agreement
- Corporate accreditation

ALS is committed to consistently providing quality data and service to satisfy the requirements of each client. Therefore ALS methodologies are performed and developed in accordance with Pharmacopoeial, regulatory and customer requirements.

Premium service levels are achieved through continued investment in quality systems to guarantee on-going compliance.

Regulatory Compliance
ALS hosts more than 30 external audits every year including:

- TGA inspections
- NATA audits to ensure compliance to ISO 17025
- Customer audits according to GMP

This provides our customers with confidence in the integrity of the ALS service offering.

ALS welcomes customers to visit and/or audit us and in addition, we have our own internal, independent quality department which undertakes a programme of self-inspection.

Our facilities are fully compliant to GMP, holding the following Licences:

<table>
<thead>
<tr>
<th>TGA</th>
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<tr>
<td>Physical, chemical and microbiological (including endotoxin) analysis on sterile and non-sterile therapeutic goods.</td>
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<th>Rydalmere – NSW</th>
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<th>APVMA</th>
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<td>Category 6 (Single step manufacture) – Analysis and testing (Physical, chemical and microbiological).</td>
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<table>
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<tr>
<th>NATA (Corporate accreditation 1247)</th>
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<tr>
<td>Biological Testing for microbiological tests on pharmaceuticals, veterinary products, biological products, cosmetics, perfumes and essential oils.</td>
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<th>Rydalmere – NSW</th>
<th>Scoresby – VIC</th>
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<td>Biological: 2040</td>
<td>Biological: 1240</td>
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Comprehensive range of capabilities and services

“We the certificates of analysis are always clear and precise. The time frames for quotes and analyses are excellent.”

NATIONAL CHEMICAL COMPANY

We are a one stop shop for all your Pharmaceutical analysis requirements, plus the market leader in Complementary Medicines testing in Australia.

Sample Types
- Raw Materials
- Intermediates
- Complementary Medicines
- Pharmaceutical Products
- Veterinary Products
- Personal Care/Cosmetics
- Household Products
- Water
- Environmental

Services
- Chemical, Physical and Microbiological Testing
- Quality Control Testing
- Stability Trials
- Method Development
- Method Validation
- Method Transfer

Methodologies
- Pharmacopoeial Standards
- BP
- USP
- Ph. Eur.
- JP
- Australian and International Standards
- In-house methods
- Client Supplied Methods
Comprehensive Range of Capabilities and Services

Chemical and Physical
- ICP (OES, MS)
- Total Organic Carbon
- UV/VIS
- FTIR
- Fluorescence
- Dissolution
- Karl Fischer
- Wet Chemistry
- Disintegration
- Hardness, Friability
- Viscosity
- Melting Point
- Refractive Index
- Turbidity
- Conductivity

Our laboratories have a growing list of 500+ analytes and 800+ raw material monographs to assist with all your analytical needs

Chromatography
- HPLC:
- UV
- Mass Spectrometry (MS)
- Refractive Index (RI)
- Fluorescence
- Gas Chromatography (GC)
- Flame Ionisation Detector (FID)
- Electron Capture Detector (ECD)
- Thermal Conductivity Detector (TCD)
- Mass Spectrometry (MS)
- Triple Quad MS (MSMS)
- Headspace Sampler
- High Performance Thin Layer Chromatography (HPTLC)
Microbiology

- General
  - Total Aerobic Viable Count
  - Total Yeast and Mould Count
  - Bile Tolerant Gram Negative Bacteria
  - Coliforms & E.coli
  - Salmonella
  - Staphylococcus aureus
  - Pseudomonas

- Clostridia
- Preservative Efficacy (PET)
- Endotoxin (LAL)
- Bioburden
- Water
  - Total Aerobic Count Filtration
  - E.coli
  - Pseudomonas aeruginosa

- Environmental
  - Settle Plates
  - Air Plates
  - Sampling

Right Solutions • Right Partner
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 fulfills 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)
Service Approach and Value Adds

Our growth has been built on long-term relationships. Our clients are accustomed to receiving high quality data, technical support and open communication. This approach includes project and client managers, skilled and qualified client services teams, access to technical experts and a management team committed to service delivery.

Standard Offering
Our clients have access to a number of value-add services including:

- Results reported electronically in a secure PDF format
- Leading tailored electronic data delivery formats (EDD)
- Full Chain of Custody Protocols including receipt acknowledgement (SRN)
- Expert technical advice and support on scientific issues
- Laboratory inspections and tours
- Technical newsletters (PharmaMail)
- Webtrieve™ (see below)

Webtrieve™ Online Data Access and Webtrieve™ Mobile Apps

Real-Time Results to Save You Time and Money

WebTrieve™ is a secure, internet-based application that provides real-time access to your laboratory data with the following convenient features:

- Internet access to view validated results
- Exclusive, complimentary service to our clients
- Export results to MS-Excel
- Security protection against unauthorized users
- Reports emailed directly to your address
- Multiple levels of access available
- Compare results to guidelines
- Data access 24 hrs/day, 7 days/wk, 365 days/yr
- Online request for quotes and bottle orders
- Online communication with ALS

PharmaMail and Technical Bulletins

These publications are designed to communicate technical developments and act as an educational resource.

Regulatory, analysis, new technologies and key industry information are routinely featured.

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