



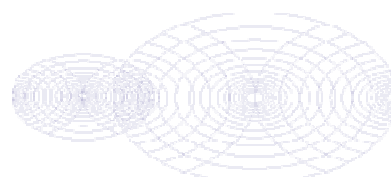
## PERSONAL APPROACH

### People working with people

Since people like to work with people Eurofins Analytico has the philosophy that we require interaction to have a good exchange of information.

In addition to our excellent quality, our provision of service is crucial. A number of aspects, which are of importance to you include the following:

- Your personal project co-ordinator is your project-level contact, who, in a friendly and professional manner can provide the information you require concerning:
  - > planning
  - > progress
  - > analytical background
  - > costs of your projects
 Moreover, if desired, he or she can provide extensive advice concerning the content of the analyses. All of this means that we deal with your "costly" time efficiently. We do this personally and with people who understand the subject and your needs. Our project co-ordinators have at least a bachelor degree and personally promote the interests of the customer. If the project co-ordinator mentioned is not present, the work is transferred to the backup project co-ordinator. This guarantees our high service level to the customer.
  
- All of the containers for samples that are intended for analysis (bottles/jars), complete with the proper preservation agents, are provided to you free of cost. In this way your samples are always preserved correctly, which increases the reliability of the analysis results even further.



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