

Service Level Agreement

Mass Spec Analytical Ltd. (MSA) is a UKAS accredited testing laboratory No 2672. UKAS granted accreditation to ISO 17025 in 2007, and full details of currently accredited services are available on request, or can be found by visiting www.ukas.com. Note that where MSA offers opinions and interpretations in its reports, these do not currently lie within the scope of accreditation.

MSA's acceptance of work is contingent upon a review of customer requirements and the ability of the laboratory (or subcontractor) to meet them. It is therefore advisable to discuss all analysis requirements with an MSA scientist at the earliest opportunity. All services offered by MSA are subject to MSA's Standard Terms and Conditions of Business (MSA10129JBL). In the event of MSA entering into a contract with a customer, any Service Levels associated with said contract shall take precedence over this one.

We recommend that a formal, written Quotation be sought, a copy of which should be presented at the time of submission of items to MSA. Unless otherwise agreed with the customer on a case by case basis, or unless otherwise specified in the sections of this Service Level Agreement dedicated to MSA's various services, the analytical service will include:

- **Analysis** by a suitable technique/techniques. This includes the separation of any multi-component exhibits, where requested. If it is appropriate to analyse a proportion of an exhibit, rather than the whole, sampling will be conducted in accordance with MSA procedures;
- **Provision of a Statement/Report** in a simplified format suitable for courts of law in England and Wales (or Scotland, where appropriate). The customer address will not appear in the report unless requested in advance, although the address and full details relating to the work undertaken are retained, in confidence, by MSA and can be made available on request. Reports will be prepared to meet the ISO 17025 standard, although they may be prepared to other standards if appropriate.
- **Storage or Destruction** of exhibits. Where samples have been taken from exhibits, these samples will be destroyed upon completion of the analysis.

An invoice will be generated for all customers, with the normal exception of private individuals, from whom payment will be expected prior to analysis commencing. Invoices will be sent to the address stated upon receipt of samples at the laboratory, unless other invoicing arrangements have been agreed.

The analytical services and reports offered by MSA will be provided by staff who have been deemed competent and authorised to do so. It is the policy of the laboratory to allow colleagues to assist at all stages of analysis and reporting, under the guidance of a Reporting Scientist.

MSA conduct chemical analyses of items (e.g. exhibits) to identify the presence of traces of controlled drugs. These services are grouped into processes MSA 1 & MSA2 and aspects of this Service Level Agreement that relate specifically to one of these processes are listed in the relevant

sections, attached. It should be noted that the MSA Laboratory is not DNA free, although a number of precautions can be taken to minimise any DNA loss or transfer. If DNA evidence is vital to an investigation please call to discuss.

In case of complaint, or for further information, please contact Jonathan Langton, Commercial Director.

Analysis of Banknotes (Process MSA 1) and Analysis of Mobile Telephones, Clothing, Swabs and other Effects (Process MSA 2) for trace deposits of specified drugs of abuse

Analysis

Tandem mass spectrometry (MSMS) will be used to detect traces of drugs of abuse. The target compounds routinely sought will be:

- Cocaine,
- THC (Δ^9 -tetrahydrocannabinol),
- MDMA (3,4-methylenedioxymethamphetamine),
- Amphetamine, and
- Diamorphine.

Other target compounds may be sought by prior agreement.

Analyses will be recorded on CCTV for security purposes, and digital photographs of exhibits may be taken when deemed necessary by the analyst or when requested.

By prior arrangement, it may be possible for analysis to be completed "while-you-wait", or overnight. This service incurs a surcharge and would not necessarily hasten a report.

Provision of a report

Process MSA 1 - for samples of money, reports will contain a statement of opinion regarding the evidential significance of the findings, based on the test results and background database comparisons. Unless otherwise stated under 'special considerations' on the 'Receipt Form' the inclusion of graphical depictions of the results will be at the discretion of the reporting scientist.

Process MSA 2 - for mobile telephones, clothing, swabs and other effects, reports will contain a statement of fact, reporting the

qualitative presence or absence of the target compounds. When appropriate, and unless instructed to the contrary, the report will also include a statement of opinion.

A forensic report will be prepared to meet the ISO 17025 standard, although it may be prepared to other standards if appropriate. A signed copy of a report will be sent by first class post, to the address specified, within 30 working days of receipt of the exhibits, unless agreed differently. Departures from this timescale will be communicated as early as possible using contact details supplied by the customer.

Please be aware that MSA staff are instructed not to release case specific information (by whatever means) unless the eligibility of the recipient has been verified.

Storage or Destruction of exhibits

Note that samples of exhibits analysed by MSMS will normally not be destroyed upon completion of the analysis.

Exhibits will be stored (at the customer's risk) without charge for a period of up to two weeks following notification that the exhibit has been analysed. Subsequent to this period a charge may be levied at MSA's discretion. Exhibits will be retained until collected or until permission for destruction has been obtained. If requested, MSA will arrange the secure destruction of specified exhibits and a certificate of destruction will be supplied; a quotation for this will be supplied if required.