

EMERGENCY RESPONSE SERVICE



TNO triskelion bv

As a producer of food, feed, consumer products or raw materials you invest the greatest care and attention in your product. But no matter how strictly you monitor your production processes, you cannot entirely rule out the possibility of defects. If these occur, you need to intervene swiftly and effectively to safeguard consumers and customers, and to protect your brand and reputation. The Emergency Response Service (ERS) provides you with immediate expert support in data collection, risk evaluation, situation management and legal issues. For subscribers this service is available 24/7.

EMERGENCY RESPONSE SERVICE: WEALTH OF EXPERIENCE

The Emergency Response Service (ERS) represents a dedicated team of experts within TNO Triskelion. For more than 25 years we have been supporting industry in their time of need. This has brought us a wealth of experience and knowledge which allows us to solve your problems in a most effective and most timely manner. Through these years, we have been involved in a large number of cases (approximately 250 on a yearly basis), including incident management, product recall, the follow-up of customer complaint, product contamination and adulteration. So, whatever your specific product (food and beverages, animal feed, packaging materials, textiles, toys, health care products) or need (legislation, legal aid or arbitration), you know that you can count on over a hundred experts within TNO. We believe

there is no substitute for such an experience world wide.

EMERGENCY RESPONSE SERVICE: IMMEDIATE RESPONSE

The ERS team has direct access to all of TNO's extensive multidisciplinary expertise and testing facilities. This enables an immediate response to any type of incident. For subscribers, the service is available 24/7 and sample analysis can begin within two hours after your call for assistance. For non-subscribers the service is available during office hours.



**EMERGENCY RESPONSE SERVICE:
PROACTIVE APPROACH**

The ERS team stays up to date on new and developing products and processes in order to anticipate future problems. Our strong relation with TNO enables us to be part of a network of scientific experts thus allowing us to stay in the forefront of knowledge development and new insights. This is particularly important when new emerging risks arise on the horizon, such as the recent melamine crisis. As soon as we realized the global impact of this case, specific analytical methods were immediately developed and validated. This significantly reduced response times and disaster magnitude.

**EMERGENCY RESPONSE SERVICE:
INDEPENDENT AND THRUSTWORTHY**

Through the years we have been able to build a solid rock reputation as an independent and trusted third party. Opinions and statements from TNO Triskelion are science based and undisputedly recognized as valuable.

**EMERGENCY RESPONSE SERVICE:
HOW DOES IT WORK**

In order to get access to our 24/7 international service number you will need to subscribe as a member. Subscription is valid for one year and this will guarantee you:

- accessibility to TNO's knowledge and facilities, 24/7 full year round
- priority claim on our laboratory resources
- immediate, appropriate and confidential management of crisis situations
- support in writing statements including press statements (with reference to TNO)

For more information or to subscribe to the ERS, email emergency-response@tno.triskelion.nl, fill in the application form, or call +31 (0)88 866 51 03 (office hours only). Detailed information can be found on the ERS website: www.emergencyresponseservice.nl.

WWW.TRISKELION.NL

TNO TRISKELION BV

TNO Triskelion is a contract research organization active in toxicology research, analytical chemistry and chemical risk analyses. The mission of TNO Triskelion is to guarantee the quality and safety of food ingredients, chemical substances and medicines. TNO Triskelion is a subsidiary of TNO, the Netherlands Organisation for Applied Scientific Research.

VISITING ADDRESS

Utrechtseweg 48
3704 HE Zeist
The Netherlands

POSTAL ADDRESS

P.O. Box 844
3700 AV Zeist
The Netherlands

For more information, please contact us.

THE NETHERLANDS
P +31 88 866 16 20
F +31 88 866 69 70
food@tno.triskelion.nl

a **TNO** company

