



CAWTHRON LABORATORY SERVICES

Cawthron is an independent research organisation providing science and technology solutions to its customers.

Cawthron Laboratory Services provide a comprehensive range of testing and analysis across several sectors, including food, natural products and microbiology. We are also able to provide assistance with the interpretation of results.

THE NATURAL PRODUCTS LABORATORY

The introduction of a new regulatory scheme for the nutraceutical industry led to Cawthron establishing our GMP certified laboratory.

The laboratory is focused on analysis of nutraceutical products and ensuring that transition to the new regulatory environment is as smooth as possible.

We provide:

- A fully certified and audited laboratory
- Analysis of raw materials, intermediates and finished products
- Full pharmacopoeia monograph testing
- Development and validation of analytical methods
- Development of monographs
- A complete microbiological testing service
- Commitment to work in collaboration with industry



METHOD DEVELOPMENT & VALIDATION

Many nutraceutical products currently available contain ingredients which do not have a monograph in a relevant pharmacopoeia.

Cawthron offers our customers expert advice and guidance to generate a suitable monograph. We can offer advice on relevant tests, the amount of validation required and the most suitable method of analysis.

Using our experience and expertise we offer full method developments and validation capabilities. We develop robust analytical methods based on good analytical science. We also validate methods to meet ICH guidelines.

Please contact us to discuss any method development or validation requirements that you have.

ANALYSIS AND INSTRUMENTATION

A wide range of analytical techniques are available in our laboratories, we can currently offer:

- High Performance Liquid Chromatography (HPLC)
- Gas Chromatography
- FT – Infra Red Spectrometry
- Thin Layer Chromatography
- AAS (Flame and Furnace)
- UV/VIS

An extensive range of classical and pharmacopoeia techniques are also used to offer you a complete analytical service in order to meet all of your regulatory requirements.

CAWTHRON & THE NATURAL PRODUCTS INDUSTRY

Cawthron is committed to offering the nutraceutical industry a regulatory compliant, yet common sense approach to meet their analytical requirements.

Our commitment to the natural products industry is demonstrated by our efforts in developing and validating methods of analysis for nutraceutical ingredients to the highest standards.

We have worked with industry partners to identify and develop methods of analysis for:

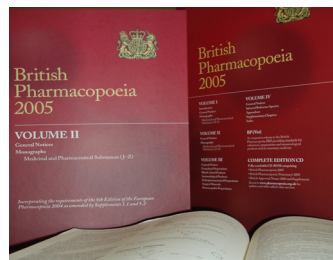
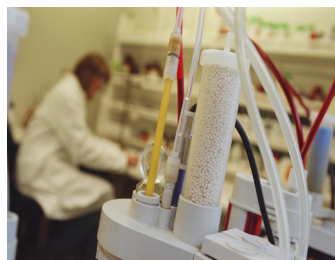
- IgG in Colostrum
- Flavonoids in Propolis
- 10-HAD in Royal Jelly
- Chondroitin (from all sources)

All of the methods above are being, or have been, fully validated to allow the products in which they are used to be successfully marketed in Australia.

As Cawthron has New Zealand's only GMP accredited laboratory specialising in natural products, it is able to focus on the unique needs of this growing industry in the new regulatory environment.

**For enquiries please contact:
Paul Parker
GMP Laboratory Section Head**

**Cawthron Laboratory Services
Phone (03) 548 2319 extn:275
Fax (03) 546 9464
Email:lab@cawthron.org.nz
WWW.CAWTHRON.ORG.NZ**



SERVICE SPECIFICATIONS

Hours of Operation

Cawthron's laboratory operates 7 days a week.

Our Customer Service sample reception area is open from 8.00am to 5.00pm on weekdays and Saturdays 9.00-12.00 noon. Samples can be received outside these hours by prior arrangement.

A toll free number is available for 24 hour a day / 7 day a week contact to Cawthron Laboratory Services.

Sample Transfer: Courier Information

Cawthron covers the cost of sample transfer to our laboratory from throughout New Zealand.

Where necessary we also provide appropriate containers for collecting samples.

Our Customer Services team can be contacted to arrange delivery of sample containers, and co-ordinate the collection of samples to deliver to our Nelson laboratory.



Reporting of Results of Analyses

Cawthron is able to offer full electronic result processing for all analyses and provide reports in both hard copy and electronic format.

For enquiries please contact: Cawthron Customer Services

Phone (03) 548 2839
Fax (03) 546 9464
Free phone from Australia:
1800 633 417

Invoicing and Payment

We offer our clients the option of being invoiced per job, or on a monthly basis, covering all the jobs for that month. Payment is required by the 20th of the following month.

Customer Feedback & Complaints

We value all feedback from our clients including occasions when there are complaints. We view these as an opportunity to improve our services and systems, and have a structured internal process for dealing with them.



OTHER ANALYTICAL SERVICES INCLUDE:

Marine Biotoxins – shellfish testing for export and public health purposes. Risk management advice. Test method development.

Phytoplankton – early warning systems for shellfish industry and regulatory bodies. Harmful algal blooms. Analysis of fresh water algae and toxins.

Food Chemistry Analysis – for production and regulation, export Certificates of Analysis, and label claims.

Environmental Testing – chemical testing of samples for nutrients and trace elements, for regulators (monitoring) and industry (compliance).

Microbiological testing – for industry compliance.

We are an IANZ accredited laboratory.



CAWTHRON IS COMMITTED TO:

- Having a customer-focused culture, striving to provide a high level of service to our clients and working with them to ensure their analytical needs are being met.
- Adding value to our services by offering a high level of technical expertise and experience to our customers.
- Being available to “trouble shoot” and problem solve with industry.
- Taking advantage of the link we have with research groups and consultants based at Cawthron, enabling us to offer clients a complete service from results to interpretation to recommendations.
- Being innovative and responsive to customers' changing needs.

Our laboratory services, analysis & advice deliver maximum returns to our customers.

