

# Service Level Agreement

## For the Provision of Drug and Alcohol Testing

### 1. Sample Collection

- a. All sample collections are undertaken by a Cellmark approved suitably trained sampling professional (the Sampler).
- b. In all cases the client and Sampler must complete a Sample Declaration Form (SDF) to confirm identity and provide consent for testing.
- c. Cellmark will provide a sampling kit for the collection of hair samples.
- d. If drug testing and alcohol testing is required, two hair samples will be needed and therefore two collection kits will be provided.
- e. If an additional "B" sample of hair is required by the client, please notify Cellmark when registering so that the correct number of kits can be sent.
- f. Blood and urine analysis is carried out in conjunction with our contracted sampling service who will provide collection kits for these sample types.
- g. Samples (including blood and urine) are sent via the postal service, courier or hand delivered.
- h. Samples should be posted on the day of sampling but if stored overnight, hair samples should be stored at room temperature and blood and urine should be refrigerated.

### 2. Chain of Custody

- a. The Sample Declaration Form (SDF) is designed to record evidence of the identity of the Donor, their consent to analyse the samples and the details and signature of the Sampler.
- b. The SDF should be completed by both the Sampler and the Donor.
- c. The SDF must be returned by the Sampler to Cellmark along with the hair sample(s) in the tamper evident packaging provided.
- d. The Sampler will return any blood or urine samples to the appointed laboratory along with completed paperwork.
- e. No laboratory testing will commence if the relevant paperwork is incomplete, the sample packaging has been damaged, or there is evidence of it being tampered with.
- f. No laboratory testing will commence on a hair sample if the information on the SDF and the original registration do not match.

### 3. Laboratory Testing and Reporting of Results

- a. The hair sample(s) will be tested for evidence of drug and/or excessive alcohol use (as per the customer instructions) and the results reported. Hair testing will be carried out by Cellmark or Cellmark's appointed ISO17025 accredited laboratory.
- b. All substances detected as a result of the testing will be reported unless instructed otherwise.
- c. The appointed laboratory will undertake the analysis of blood and urine samples for evidence of alcohol usage in compliance with ISO15189 standards.
- d. All results will be assessed and reported by Cellmark's toxicologists. The length of hair sample available at the time of collection will determine what time period can be covered by the analysis. If the length of sample is insufficient to carry out the requested analyses, testing will be carried out and reported for the period represented by the available length of hair, unless we are instructed differently prior to testing.
- e. Testing will not normally be undertaken on a hair sample if the sample is of insufficient weight, unless agreed by the customer.
- f. If the type of hair is not specified on the SDF it will be assumed to be head hair.
- g. Hair samples are subjected to testing for the substances requested using techniques known as liquid chromatography with tandem mass spectrometry (LC-MS/MS) or gas chromatography with tandem mass spectrometry (GC-MS/MS).
- h. Results for drugs and alcohol markers will be reported in nanograms of drug per milligram of hair (ng/mg).
- i. Results of the alcohol marker analysis in hair (EtG and ethyl palmitate) will be reported to indicate 'chronic excessive' alcohol consumption only (abstinence cannot be determined from the results).
- j. For any result to be reported as detected it will need to fall above the reporting 'cut-off' concentrations which have been established using the

Society of Hair Testing recommendations and the results of extensive laboratory validation. Details of the reporting cut-off levels for each drug compound, together with the method uncertainty at each reporting cut-off in use at the time of sample submission, can be found on Cellmark's website [www.cellmark.co.uk](http://www.cellmark.co.uk) by clicking on the link to 'Cellmark Hair Toxicology Critical Reporting Limits' in the footer.

- k. All listed analytes were validated in the method(s) using certified reference material (CRM) as named; however, the possibility of closely related substances being present in the sample cannot be completely excluded.
- l. Cellmark reserves the right to amend these cut-off levels and update uncertainties if it is considered scientifically appropriate. Customers will be kept informed of any such changes.
- m. Each test report will provide details of each drug compound that has been tested for along with the reporting cut-off level and method uncertainty at the reporting cut-off for each compound.
- n. To account for any hair left on the scalp during sampling, and the time taken for hair to grow above the scalp, 10 days will be subtracted from the date of collection before determining approximate time periods.
- o. Wash samples can be analysed if requested (at an additional cost).
- p. It is not Cellmark's policy to comment on 'low, medium or high' drug or alcohol usage.

### 4. Timing

- a. Our standard turnaround time for reporting cases is 5-7 working days from receipt of samples.

### 5. Reporting

- a. Cellmark will send all test reports by post (or via secure email if requested) to the customer who registered the case.
- b. Cellmark will provide a report covering the outcome of the hair sample analysis and will incorporate into the report the results of any blood and urine sample analyses (where applicable).

### 6. Expert Witness

- a. Cellmark can provide an expert witness to attend court if necessary subject to agreement to pay Cellmark's court attendance fees.

### 7. Retention

- a. Unused hair samples will be retained for a minimum of two years, stored at room temperature.
- b. Hair extracts will be retained for a minimum period of one year, stored frozen.
- c. Wash samples will be retained for a minimum period of one year, stored at room temperature.
- d. Paperwork associated with hair samples will be retained for a minimum of two years before being securely destroyed.
- e. Cellmark will retain personal customer data records for a minimum of two years before being anonymised and archived.
- f. Customer data is stored by our contracted sampling organisation for 13 months in its original form before being anonymised and archived.
- g. Urine and blood samples will be retained by our appointed laboratory for six weeks unless a specific request to retain for longer is received. Paperwork will be kept for 2 months and reports retained for 4 years.
- h. Financial records, including invoices, will be retained by Cellmark for six years in line with our legal obligations.
- i. At the end of the agreed storage period hair samples will either be destroyed as clinical waste or may be anonymised and used for validation testing and method development, unless instructed otherwise

Customer services: 0800 036 2522

Email: [info@cellmark.co.uk](mailto:info@cellmark.co.uk)

Website: [www.cellmark.co.uk](http://www.cellmark.co.uk)