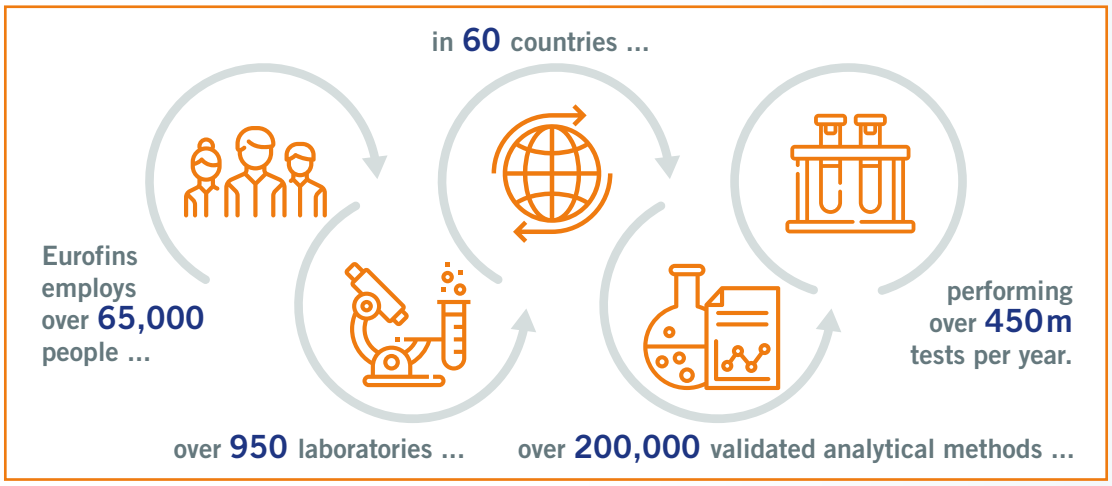
eurofins | Genomics

LABORATORY GUIDE

www.eurofinsgenomics.eu

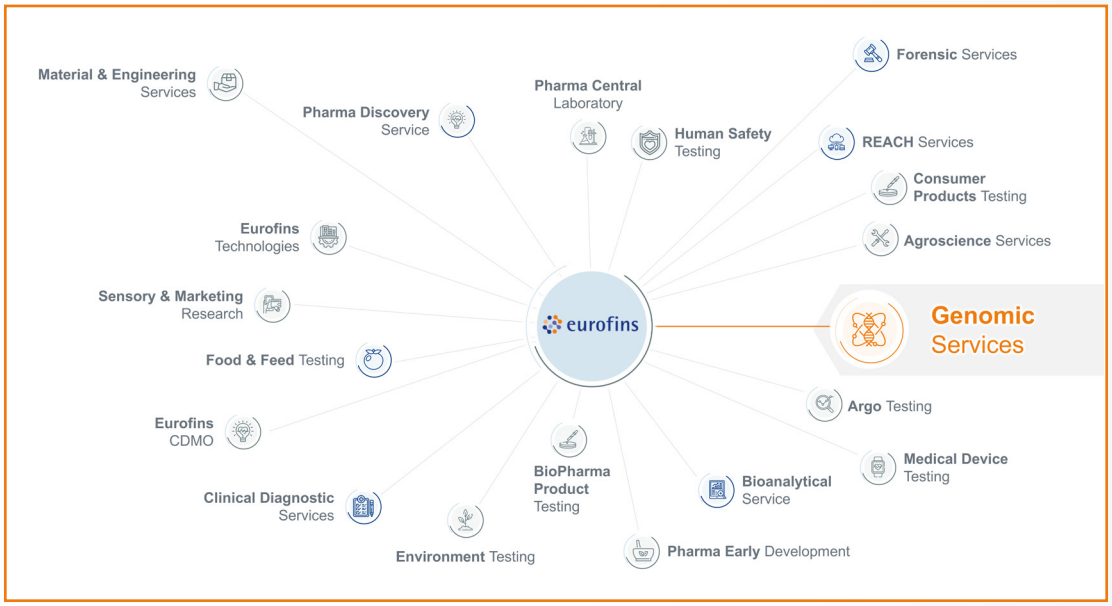
EUROFINS SCIENTIFIC – **ABOUT US**

FOUNDED IN OCTOBER 1987, Eurofins Group's mission is to contribute to a safer and healthier world by providing our customers with innovative and high-quality laboratory research and advisory services whilst creating opportunities for employees and generating sustainable shareholder value.



EUROFINS GENOMICS – **ABOUT US**

EUROFINS GENOMICS PROUDLY OPERATES AS PART OF EUROFINS SCIENTIFIC:



At Eurofins Genomics state-of-the-art laboratories, we specialize in delivering high-quality solutions across a comprehensive portfolio of advanced biotechnological testing services, designed to support a wide range of research, clinical, and commercial applications.

Our core competencies include **Genotyping, Next-Generation Sequencing (NGS), Gene Expression,** and **Proteomics**. These services are delivered under stringent quality standards, within a Quality Management System, that are accredited towards ISO 15189:2022.

Our laboratory infrastructure and technical expertise enable us to provide low, medium and high-throughput, high-accuracy testing solutions tailored to the specific needs of our clients. Whether supporting population genetics studies, clinical diagnostics, or bespoke research projects, Eurofins Genomics is committed to delivering reliable and reproducible results.

Our team of certified bioanalysts and laboratory technicians brings extensive expertise and dedication to every project. Each member is fully trained and accredited to operate the latest equipment, ensuring precision, reliability, and exceptional results.

Customers are encouraged to contact our Sales Team for further information regarding service availability, technical specifications, and project-specific customisation options.

VISION, MISSION AND VALUES

At Eurofins Genomics, we pride ourselves on being a dependable partner, seamlessly integrating as an extension of our customers‘ businesses.

With our genomics portfolio, we aim to become a world leader in genomic testing.

We are working toward a healthier, longer and more sustainable future by supporting our customers in achieving their project goals.

OUR VISION

Eurofins Genomics' vision is our compass!

We strive to inspire teams to deliver high-performing solutions for global challenges through Genomics and beyond.

THE IMPACT OF OUR VISION:

We advance global health through innovative genomics solutions.
We champion sustainability for a greener future.
We empower groundbreaking research and discoveries.

TO PUT IT SIMPLY:

We contribute to a safer and healthier world!

OUR MISSION

Eurofins Genomics' mission is clear:

Innovative technology, high quality standards, sustainability and reliability are ingrained in our DNA.
Our drive is to deliver customer-centric, complete, and consultative solutions.
The portfolio spans from established products to tailor-made projects, supporting the entire value chain.
We have a reputation for excellence, driven by a proud, engaged and committed team.
Together we inspire each other to thrive and succeed.

OUR VALUES

Eurofins Genomics' values are what we stand for!

CUSTOMER FOCUS

We are not just a supplier; we're a partner to our customers.
We discuss solutions at eye level with our customers.
Our portfolio grows and adapts to meet customer needs.

QUALITY

We deliver high-quality, cutting-edge solutions...always!
We use the most appropriate technology and methods.

TEAM SPIRIT

We're known for our strong team spirit and work ethics.
We achieve success as a team and celebrate it together.
We recognize and encourage outstanding performance.

SAMPLE ACCEPTANCE CRITERIA

To ensure unique identification of patient/human samples, we recommend using alphanumeric barcodes as identifiers on sample tubes.

Ensure the use of alphanumeric barcodes helps maintain consistency and compatibility with our scanning and data processing systems. It is important for customers to adhere to this requirement to avoid any potential risks/issues with barcode recognition and manual data entry.

We will not accept handwritten identification, unless agreed prior to receiving the samples.

In case any discrepancies are found during the sample reception and registration, that could compromise the patient or the result (e.g. if we do not receive what is expected, sample barcodes mismatch the sample manifest, wrong shipment temperature or insufficient sample volume), the entire batch of samples will be placed in quarantine while the customer is informed and discrepancies clarified. Quarantine will be carried out under optimal storage conditions to ensure the integrity of the samples.

If samples have been in quarantine upon arrival, this will be noted in the final email, when delivering results through our secure FTP solution.

LABORATORY EXAMINATION PROCESS & TURNAROUND TIME

All samples received at our facilities undergo stringent entry control to ensure the integrity of the samples and consequently the reliability of the examination results. Once approved and released for analysis, the samples are analysed at our state-of-the-art laboratory facilities using qualified equipment and validated laboratory methods.

Turnaround times for examination results are determined based on the specific nature and requirements of each individual project. These timelines will be clearly outlined and agreed upon in the contract to ensure alignment with client expectations and project deliverables.

As turnaround times may vary depending on the complexity, scope, and type of examination analysis requested, we encourage prospective clients and partners to contact our Sales Team for tailored information and guidance regarding service timelines.

Turnaround time is calculated as the period of time in working days from the sample release at the laboratory to the reporting of results.

SAMPLE RETENTION AND ADDITIONAL ANALYSES REQUEST

At Eurofins Genomics, all samples are tracked by a unique identifier to ensure traceability and integrity throughout the analytical process. Samples are either processed immediately upon receipt or securely stored under appropriate environmental conditions in a temperature-controlled and monitored facility until analysis is performed.

As a standard practice, samples are retained for up to 90 days following receipt. However, this retention period may vary depending on specific project requirements and will be outlined in the contract. Extended storage durations can be arranged upon request or as part of bespoke service packages. During the storage period customers retain the right to request additional examination analyses on samples that remain in Eurofins‘ custody. Such requests must be submitted through our Sales Team or your designated Project Manager, who will assess feasibility and coordinate the necessary procedures in accordance with the original project scope and applicable quality standards.

This approach ensures flexibility for our clients while maintaining rigorous standards for sample handling, data integrity, and compliance with ISO 15189:2022 requirements.

PATIENT RIGHTS AND CONFIDENTIALITY POLICIES

At Eurofins Genomics, we are deeply committed to the lawful, ethical, and secure handling of personal information. We strictly adhere to applicable data protection and privacy legislation, ensuring that all personal data is collected, processed, and stored with the highest standards of confidentiality and integrity.

Our dedication to privacy is enshrined in the Eurofins Group Code of Ethics, which states:

“Eurofins is committed to treating information with the utmost respect and safeguarding personal data against unauthorised disclosure.”

We uphold the privacy rights of our employees, customers, and all individuals whose personal data we process during our operations.

SECURITY POLICY DOCUMENTATION

Eurofins maintains a suite of internal security policies that govern critical aspects of our operations. While these documents are not publicly shared, they include:

- Physical Security Policy
- Supplier Relationship Security Policy
- Eurofins Information Security Policy
- CRM User Rules Security Policy
- Application Security Policy
- Network Security Policy

INFORMATION SECURITY AND CYBERSECURITY COMPLIANCE

Eurofins Genomics operates under a comprehensive Information Security Policy aligned with ISO/IEC 27001, which is implemented across all Eurofins Genomics operational sites. This policy governs our approach to data security, risk management, and incident response.

We are proud to hold the following certifications and accreditations:

TF-CSIRT Accreditation: Eurofins Security Operations Centre (SOC) is an accredited member of the internationally recognised TF-CSIRT network, confirming our alignment with industry-standard processes for security incident detection and handling across both governmental and industrial sectors.

Eurofins has received a CyberVadis-Certificate Platinum security award, which reflects our exceptional cybersecurity posture.

COMPLAINT OR FEEDBACK

The satisfaction of our service is of paramount importance.

Customer complaints are subject to rapid and competent complaint processing, which includes accurate records, reviews, and clear communication processes. Review of customer complaints are carried out by the Head of Lab and QM/QA-Manager.

A complaint can be filed directly to your designated Project Manager, who will ensure the initiation of the complaint process and include relevant personnel in the process.

QUALITY COMMITMENT

At Eurofins Genomics, we are committed to delivering high-quality laboratory services in accordance with ISO 15189:2022. Our focus is on providing accurate and timely results, tailored to meet customer expectations and agreed turnaround times.

We foster a culture of quality through the active involvement of our skilled personnel, continuous measurement of performance, and systematic support via our Quality Management System. Quality indicators, including deviations and data integrity, are closely monitored to enable evidence-based decision-making.

Our approach to continuous improvement ensures that processes are regularly reviewed and optimised to enhance efficiency, reduce waste, and increase both customer and employee satisfaction.

Follow the links below to check the accreditation:
Search UKAS accredited organisations: 29022 (ISO 15189 and ISO 17025)
Search DANAK accredited organisations: 1062 (ISO 15189) – UPCOMING!

ilac-MRA DANAK EXAM Reg.no. 1062 UKAS TESTING 29022 UKAS MEDICAL 29022

EUROFINS GENOMICS – **PORTFOLIO OVERVIEW:**

TYPE	EXAMINATION METHOD	GENETIC CHARACTERISTICS	SAMPLE TYPE
Microarray	Illumina – EX Infinium Assay	Identification of changes in gene sequences for a pre-determined, fixed target. • Detection of variation at single sites in DNA (single nucleotide polymorphisms, SNPs) • Detection of gain or loss of genetic material (Copy Number Variants, CNVs)	• Saliva • Wet buccal swab • Dry buccal swab • Blood • DNA extracted by third party
Microarray	Illumina – EX Infinium Assay + ePGx	Identification of changes in gene sequences for a pre-determined, fixed target. • Detection of variation at single sites in DNA (single nucleotide polymorphisms, SNPs). • Detection of gain or loss of genetic material (Copy Number Variants, CNVs)	• Saliva • Wet buccal swab • Dry buccal swab • Blood • DNA extracted by third party
Microarray	Illumina – HTS Infinium Assay	• Identification of changes in gene sequences for a pre-determined, fixed target. • Detection of variation at single sites in DNA (single nucleotide polymorphisms, SNPs). • Detection of gain or loss of genetic material (Copy Number Variants, CNVs)	• Saliva • Wet buccal swab • Dry buccal swab • Blood • DNA extracted by third party
Microarray	Illumina – HD + Methylation	• Identification of changes in DNA methylation levels for a pre-determined, fixed target. • Detection of variation in methylation levels at CpG sites across the genome	• Saliva • Wet buccal swab • Dry buccal swab • Blood • DNA extracted by third party
NGS	Illumina – NovaSeq x Plus (short-read sequencing)	**1. Genome sequencing:** Identification of known and unknown variants in the genome. • Detection of variation at single sites in DNA (single nucleotide polymorphisms, SNPs). • Detection of small insertions/deletions of DNA (indels) • Detection of gain or loss of genetic material (Copy Number Variants, CNVs) **2. Metagenome sequencing:** Identification of microbes and their relative abundance in microbial communities **3. Transcriptome sequencing:** Identification and quantification of the entire set of RNA molecules in a sample • Detection of changes in the gene expression • Detection of fusion transcripts, i.e. structural variations in the DNA such as translocations	• DNA extracted by third party

EUROFINS GENOMICS – **PORTFOLIO OVERVIEW:**

TYPE	EXAMINATION METHOD	GENETIC CHARACTERISTICS	SAMPLE TYPE
NGS	ONT – Native Barcoding and long-read sequencing)	**1. Genome sequencing:** Identification of known and unknown variants in the genome. • Detection of variation at single sites in DNA (single nucleotide polymorphisms, SNPs). • Detection of small insertions/deletions of DNA (indels) • Detection of gain or loss of genetic material (Copy Number Variants, CNVs) **2. Metagenome sequencing:** Identification of microbes and their relative abundance in microbial communities **3. Transcriptome sequencing:** Identification and quantification of the entire set of RNA molecules in a sample • Detection of changes in the gene expression • Detection of fusion transcripts, i.e. structural variations in the DNA such as translocations **4. Methylation sequencing:** Identification of changes in DNA methylation levels for a pre-determined, fixed target. Detection of variation in methylation levels at CpG sites across the genome	• DNA extracted by third party
NGS	PacBio – HiFi (long-read sequencing)	**1. Genome sequencing:** Identification of known and unknown variants in the genome. • Detection of variation at single sites in DNA (single nucleotide polymorphisms, SNPs). • Detection of small insertions/deletions of DNA (indels) • Detection of gain or loss of genetic material (Copy Number Variants, CNVs) **2. Metagenome sequencing:** Identification of microbes and their relative abundance in microbial communities **3. Transcriptome sequencing:** Identification and quantification of the entire set of RNA molecules in a sample • Detection of changes in the gene expression • Detection of fusion transcripts, i.e. structural variations in the DNA such as translocations **4. Methylation sequencing:** Identification of changes in DNA methylation levels for a pre-determined, fixed target. Detection of variation in methylation levels at CpG sites across the genome	• DNA extracted by third party

EUROFINS GENOMICS – **PORTFOLIO OVERVIEW:**

TYPE	EXAMINATION METHOD	GENETIC CHARACTERISTICS	SAMPLE TYPE
NGS	MGI – DNBSEQ-T7 (short-read sequencing)	**1. Genome sequencing:** Identification of known and unknown variants in the genome. • Detection of variation at single sites in DNA (single nucleotide polymorphisms, SNPs). • Detection of small insertions/deletions of DNA (indels) • Detection of gain or loss of genetic material (Copy Number Variants, CNVs) **2. Metagenome sequencing:** Identification of microbes and their relative abundance in micro-bial communities **3. Transcriptome sequencing:** Identification and quantification of the entire set of RNA molecules in a sample • Detection of changes in the gene expression • Detection of fusion transcripts, i.e. structural variations in the DNA such as translocations	• Saliva • Wet buccal swab • Dry buccal swab • Blood • Stool • Vaginal swab • DNA extracted by third party
Proteomics	Illumina Protein Prep (IPP)	Identification of changes in protein levels for a pre-determined, fixed target • Measurement of thousands of proteins	• Plasma/Serum
Proteomics	Olink – DNBSEQ-T7	Identification of changes in protein levels for a pre-determined, fixed target • Measurement of thousands of proteins	• Plasma/Serum
Proteomics	Olink – Standard Biotool Fluidigm	Identification of changes in protein levels for a pre-determined, fixed target • Focused analysis of up to 88 proteins, pre-de-signed or custom panels	• Plasma/Serum
Extraction	DNA extraction	Production of genetic material optimised for the relevant downstream analysis	• Saliva • Wet buccal swab • Dry buccal swab • Blood • Stool • Vaginal swab • Plasma/Serum