

19/01/24
Heineken Ireland Limited
Co. Cork
Ireland

Subject: Missed BOD analysis 2023.

Dear Geoffrey,

Further to your notification of missing BOD results from the bi-weekly samples in the second half of 2023, we have investigated the matter and determined the root causes and preventative actions which are summarised in this letter.

Firstly, I apologise that you have faced this issue, we can see from the investigation that the issue rests with processes within Eurofins. I can confirm that we had your schedule, and it states the required frequency for BOD analysis throughout the year.

Investigation Summary

For a number of years we have followed a process for Heineken whereby our drivers would collect the samples and on the chain of custody write “analysis as per schedule” or words to this effect. This is a non-standard process, and not aligned with our SOP.

We had implemented an updated sample intake SOP in March 2023 which outlined the process to be followed by the intake team for every sample received. However, the process that we were following for your samples was not documented within this SOP, therefore when new individuals joined the team there was no documented evidence that they were trained in the process.

We see that the way we have been handling your COC and relying on knowledge of the schedule is historical, and it should have been flagged by the team that the process was not aligned with the SOP.

Root cause: following a non-standard process to complete the chain of custody and identify the tests required. Intake team didn't flag that the process was not aligned with the SOP.

Corrective action: Unfortunately due to the time that has passed, no corrective action is possible on the missed analysis for these samples

Preventative action: with effect from w/c 8th January, the logistics team have been instructed to document the specific tests on the chain of custody, to align with the SOP. We also recommend moving to Eurofins Online (EOL) Portal for logging of samples and will provide training for the Heineken team.

Once again, we apologise for any inconvenience caused and appreciate your understanding in this matter. If you have any further questions, please do not hesitate to contact us.

Your Sincerely,



Robert McKenzie
Managing Director

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