



24/7 EMERGENCY RESPONSE SERVICE



Delivering global analytical support for the rapid resolution of your medicinal products, raw materials and medical device emergencies.

In an emergency situation, time is of the essence and decision action is critical. You need fast, reliable analysis you can trust to make the right decisions to ensure patient safety and to protect your brand and reputation. RSSL's Emergency Response Service (ERS), gives you access to a multidisciplinary team of scientists and testing facilities 24 hours a day, 365 days a year, to support you in circumstances such as urgent QC batch release, customer complaints, product tamper, contamination, impurity identification, counterfeiting or processing and packaging failures.

ERS Experience and Expertise

RSSL has a wealth of experience and expertise in dealing with product emergencies. We have worked on more than 20,000 emergency projects, providing technical expertise and analytical data to help customers make critical decisions, respond quickly and appropriately to product crisis situations.

Benefits of ERS Membership:

- Priority access to a multi-disciplinary team of scientists and testing facilities 24/7, 365 days a year (membership level dependent)
- ERS membership covers all your company sites
- Rapid results for rapid decisions
- Expert, independent and confidential service
- Simple out of hours contact strategy
- Platinum and Gold level membership



RSSL in action

We can identify:

- Foreign material e.g. glass, plastic, metal, hair, insects, black specs and more...
- Taints and off flavours
- Heavy metal and elemental contamination
- Cleaning agents including bleach and detergents
- Drugs of abuse
- Hydrocarbons including oils, petrol, diesel
- Cross contamination from packaging, production or storage
- Subvisible and visible particulates
- Discolouration of tablets
- And more ...



For further information or to subscribe to RSSL's Emergency Response Service please contact us:

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