LABORATOIRE NATIONAL DE CONTRÔLE DES REPRODUCTEURS
WOAH Collaborating Centre for Infectious Reproduction Diseases in Europe
Reference Centre World Organisation for Animal Health

The Laboratoire National de Contrôle des Reproducteurs (LNCR) is an association under the law of 1901, one of whose missions is to carry out health controls on breeding animals used for artificial insemination or embryo transfer.
To achieve the objectives of this mission and to meet the needs of its clients, the LNCR is committed to a quality management system according to the requirements of the NF EN ISO/IEC 17025: 2017 norm, obtained Cofrac accreditation in April 2003 and approvals granted by the Ministry of French Agriculture for certain official analyses, the list of which can be communicated upon request.
The LNCR is also a WOAH Collaborating Centre (founded as OIE) for Infectious Reproductive Diseases in Europe since May 27th, 2016.

❖ Confidentiality and Impartiality

The LNCR is committed to ensure its impartiality in the execution of the services entrusted to it.
The obligation of confidentiality shall remain in effect after the services have been performed, and it is prohibited from communicating to third parties, without prior agreement, any information concerning the work entrusted to it. The laboratory staff is bound by a written commitment to professional secrecy. Likewise, any person entering the laboratory must respect this obligation.
The client is committed to not disclose information and quotations from the LNCR without its prior agreement.

❖ Ordering an analytical service

The analytical service includes conducting the analysis up to the transmission of the results. The laboratory is not responsible for the sampling. The client is fully responsible for the information provided to the LNCR and for the quality of their samples.
All requests for services must be accompanied by an order from the client. The delivery of samples must be accompanied by an analysis request document (commemorative) or, by default, by a document specific to the client containing all the necessary administrative and technical details for the analysis requested to be carried out and billed.
All requests for analysis are signed by the client and are considered contractual.
The clients agree, via the commemorative, to take note of the general terms and conditions of sale.
Each sample sent must be properly marked and identified.

The LNCR provides the list of methods, the commemorative, the protocol for sending samples and the recommendations required for the general quality of the samples on its website www.lncr.org.
In case of any inconsistency between the request made and the nature of the samples provided, or the regulatory context, the requester, or his representative (prescriber) will be contacted to determine the follow-up to the request while preserving the integrity of the laboratory and the validity of the results.
If the client does not specify the analytical method to be used, the LNCR uses the analytical methods approved by the regulations. Outside the regulatory context, the LNCR reserves the right to select the most suitable method according to the epidemiological or health context to be managed, taking into account the health risk control requirements.
The LNCR informs the client of any changes to the commemorative and any discrepancy with the acceptance requirements of a sample. Depending on the nature of the change, discrepancy, and/or at the client's request, the LNCR may accept the samples while expressing reserves on the test report.

The laboratory makes available to the client, upon request, the work instruction describing a sample's acceptance and rejection requirements, as well as the optimal conditions required for transporting the sample to the laboratory (storage and transport temperatures, transport time...).
The LNCR can also provide the necessary supplies to carry out the sampling: the list of consumables and the prices are available on the laboratory's website.

❖ Performing the analyses and delivering the results

The guarantees offered to users for the execution of the analyses and for the delivery of the results include:

- Carrying out the required health checks, allowing the results to be obtained quickly and thus enabling the various actors to implement optimised management of the animals concerned. Routine results delivery times are available on the website www.lncr.org and are given as an indicative purpose only. In the event of an urgent request, the client can notify it in the order. Depending on the constraints generated, there may be an additional charge for urgent handling.

- Updating the LNCR's of the health control protocols to be applied to breeding animals as well as to semen and embryos (made available on the websitewww.lncr.org). These updates may be required by national and European regulatory developments, by changes in export requirements,

or to meet customer demand for unregulated diseases and protocols. Test request forms (commemoratives) are updated accordingly.

- Conducting regulatory analyses in accordance with the approved reference methods mentioned in the regulations or the recommended protocols by the regulatory texts, the recognised national or international organisations (ministerial decrees, European Union directives, WOAH Terrestrial Manual, IETS Manual, COFRAC technical reference guides, AFNOR standards, etc.). The normative or methodological references are indicated on the analysis reports.

- Making available the list of accredited and non-accredited services provided by the laboratory, accessible to clients on the website www.lncr.org. Serology, virology, bacteriology, and molecular biology analyses are performed in compliance with COFRAC technical standards or technical guides in accordance with technical annex number 1-1399 available on the COFRAC website www.cofrac.fr. In case the laboratory is unable to perform an analysis and/or use the method requested, LNCR undertakes to inform the client beforehand (assessment of the consequences of the result delivery outside accreditation and the consequences of the incident on the result) and to carry out the analysis without any response from the client.
  In this case, the analysis report does not refer to the accredited method and must not be displayed or transmitted to third parties (public or authority).

- Revision and approval of analysis results by the Laboratory Direction.

- Issuing a report on the results obtained for the analyses requested in the form of an analysis report. The references of the methods used are specified in the analysis reports. The label of the analyses carried out under accreditation is preceded on the analysis reports by the symbol "©". Analysis reports for accredited tests falling within the scope of accreditation are rendered under the Cofrac logo as soon as a test is accredited. The laboratory reserves the right to withdraw the Cofrac logo if the associated analysis does not meet all the required criteria. In this case, the client will be informed beforehand by email or phone. The analysis result will then be rendered without any logo or accreditation mark. In this case, the laboratory does not guarantee the reliability of the results, and the assay is neither presumed to comply with the accreditation standard nor covered by international recognition agreements.

- Systematic use of validated, approved, or certified media and reagents where they exist or, if this condition is impossible to obtain, prior expertise in media and reagents is provided to guarantee their quality and performance.

- The interpretation of analysis results, for the ELISA method, takes into account the determination of positivity thresholds (specific to French health protocols) and the measurement uncertainty relative to this detection threshold. To facilitate their understanding, analysis reports do not mention this uncertainty, but it is available on request. Regarding pool sample analyses: the result obtained from a pool of samples does not predict the results that would be obtained from individual analyses.

- If necessary, in case of positive or unfavorable results, issuance of opinions and interpretations supported by the analysis of the epidemiological context and scientific and technical knowledge. The opinions and interpretations are covered by accreditation, as long as all the results taken into consideration to conclude are covered by accreditation. These opinions should enable the stakeholders in the sector to make decisions authorizing effective and adapted measures to each situation. In case of obtaining a positive result for a given analysis, the LNCR may propose additional analyses to the client. The laboratory offers clients the opportunity to subscribe to a contractual commitment for the performance of additional analyses, which can be automatically implemented in case of doubtful or positive results. In this context, the LNCR undertakes to send an email alert to impacted clients.

❖ **Sending samples to National Reference Laboratories (NRL)**

In accordance with current regulations, the laboratory sends samples from doubtful or positive results to National Reference Laboratories for confirmation. The confirmation results are transmitted in their entirety to the client and are the responsibility of the NRL. These results are integrated into the NSDR (National Sanitary Database for Reproducers). The laboratory reports this result as covered by its accreditation only if the service is within the scope of accreditation of the LNCR and covered by the accreditation of the NRL.

❖ Transmission of analysis reports

The results are made available by mail, email in PDF format to the electronic addresses declared by the client without encryption obligation, or via the LNCR website, accessible 24 hours a day, secure site that maintains the confidentiality of information through the use of a password and which is updated daily by automatic computer transfer of analysis data to the sanitary database. The results are transmitted to the address and recipients indicated by the client. The laboratory can communicate partial analysis results. Only the signed final report is valid. No results or information related to the analyses performed can be transmitted to an unauthorized person.

In the event of a dispute, only the copy kept by the LNCR is valid, in paper or electronic format.

The client remains responsible for controlling the subsequent distribution of documents sent by postal or electronic means.

Automatic generation and sending of analysis reports to relevant veterinary organizations and services (DDPP/DDCSPP for regulatory controls) are carried out as quickly as possible.

The transmission of analysis results to the SIGAL database managed by the DGAL is carried out when analysis plans exist.

❖ Use of the COFRAC brand

The laboratory's clients are not authorized to use the accreditation mark on any medium, except for the full reproduction of test reports issued by the LNCR.

In case of abusive use of the accreditation mark, the Cofrac logo, or any other reference to accreditation by a client, the LNCR will inform Cofrac.

❖ Archiving of documents

The LNCR undertakes to keep all documents related to the service request, as well as analysis reports, according to the deadlines defined in its internal procedure.

❖ Complaints

The LNCR is committed to the prompt handling of complaints. The relevant process is provided upon request.

All complaint must be addressed to the Customer Service department; otherwise, the laboratory cannot guarantee its consideration.

❖ Prices

The pricing of services is established based on the prices practiced by the LNCR at the time of ordering. These prices, expressed in Euros and excluding taxes, are defined for each analysis.
Quotes are provided upon request.

❖ Payments

LNCR services must be paid in Euros by check or bank transfer within 45 days (effective payment date) from the invoice date.
The invoice is considered paid when the amount shown on it is credited to the laboratory's bank account. No discount is granted for early payment.
The fixed unit amounts provided in the quotes are firm and non-revisable for their validity period and engage the client irrevocably.
In case of default or late payment, the client will be required to pay to the company late payment penalties calculated on the basis of three times the legal interest rate, on the amount of unpaid sums without prior notice; penalties to which will be added all the expenses incurred by the laboratory to preserve and assert its rights.
In accordance with the provisions of articles L 441-6 and D 441-5 of the Commercial Code, a lump sum of €40 for collection costs will be applied in case of late payment, regardless of the payment of penalties and other indemnities due to the Company because of such delay.
The guarantees mentioned above correspond to a commitment of the LNCR that can serve as a contract and specifications with respect to its clients, and acceptance by the latter of the conditions mentioned above when sending samples for analysis.

The client acknowledges having read general terms and conditions of sale available on the website www.lncr.org.

Sales conditions prevail over general purchasing conditions.

❖ Insurance

The LNCR is insured for its professional liability. In case of proven fault by the laboratory, it is only liable for direct damages.

❖ Data protection

In accordance with the Data Protection Act of January 6, 1978, ammended in 2004, the client has the right to access and rectify information concerning him/her.
In accordance with the General Data Protection Regulation (GDPR), no personal data is disclosed without the owner's

agreement, except for regulatory purposes within the framework of the laboratory's missions.

- **Dispute resolution**

Only French law is applicable.

If the general conditions are translated into a foreign language, the French language shall prevail over any other translation in case of dispute, litigation, difficulty of interpretation or execution of the general conditions and more generally regarding the relations existing between the parties.