



MEDIA MATTERS

NEWS FROM E&O LABORATORIES AUTUMN 1996

Down on the Farm

Autumn is upon us again, and for me, a favourite time of the year.

We have had a lush summer in Scotland and our donor animals look tremendous. The barns are filled with high quality fodder so we are suitably prepared for whatever winter weather is due to come our way! Animal husbandry has always fascinated me, and here at E&O we always try to improve our systems each year. It is a great challenge to any stock person to house large numbers of animals over a six month period and ensure each individual is stress free and adequately fed.

We are continually improving and developing systems and this winter a completely automated feeding regime is being used for the first time on our donor horses.



Virginia Lucey and Alan Dickie (Production Manager), discussing new cleanroom area.

Growth for The Future

Company growth inevitably means investment, whether it be people, equipment or buildings, and at the end of the day it all costs money and therefore requires very careful planning. Over the last five months the E&O management team have been drawing up development plans to allow us to expand our production facility to meet the ever increasing demand for pre-prepared media. The new factory space will give

an extra 5000 square feet to be utilised for both cleanroom production, cold-room storage and a new packing and despatch department. The project is due to start this month with a view to hopeful completion by the spring of 1997.

Team Spirit

We are all very proud to have achieved the IIP award and as the company grows it is essential that each member of the team is given the chance to develop and further their career. Training and personal development is one of the key ingredients to a happy workforce. I feel very strongly that to succeed in this ever more competitive world, one needs a skilled team of individuals that are prepared to take responsibility for their actions and in return know that they will be part of the company's development and enjoy the credit and pride of its future achievements. *Virginia Lucey (MD)*

Congratulations!

After eighteen months commitment, review, action and evaluation, E&O Laboratories achieved recognition as an Investor in People on the 8th of May, 1996.

The initial inspiration for Investors in People came from an article in a local newspaper. Mairi Munro, Finance & LT. Director, said "I read about a company much bigger than ours who had achieved IP recognition,

as a result of which, their workforce became much more flexible, motivated and capable of more efficient manufacturing. We saw this as an ideal opportunity to emphasise the informal procedures we had been putting in place for a couple of years, and we used Investors in People to give us solid, practical guidelines for implementing a Human Resource policy as part of our Business Plan".

The first requirement for IIP is for commitment to the standard's objectives from the senior people in the organisation. In the case of E&O, this meant Mairi attending a training course for Business Development and Strategic

Planning, with assistance from the Local Enterprise Company. "Attending the course gave me the insight into how to focus on specific business objectives, and how to plan for the skills we would need to fulfil them. Training can be a costly exercise, therefore time spent on planning and review of effectiveness ensures that it is money well spent.

E&O's long-term strategy is for planned and controlled growth, recruiting internally for key positions wherever possible.

We believe that investment in the skills of our employees is effectively investment in customer service, and our plans for future investment in training confirm that we intend to continue to build on our highly skilled, motivated and professional workforce."



Ian McMillan, Director of CB Scotland presenting The IIP Award

CONSISTENT QUALITY IN MANUFACTURE



Eighteen months ago, when E&O first manufactured egg media for commercial sale, we identified the need for a consistent inspissator for the coagulation process. After observing several off-the-shelf models, we decided to commission a purpose-designed and built model to cope with the demand we had at that point in time. This spring we realised that we would have to think again! Not only was the demand increasing, but also the tremendous variety in containers and glassware requested, meant a new approach to manufacturing was required. In order to maintain consistently high quality it is essential that we have complete control over the oven temperature. This facilitates the use of both thin walled glassware and tubes as well as



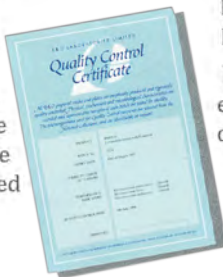
Custom Built Inspissator

heavy wall, moulded glassware. Extensive testing was carried out in conjunction with the Research and Development Department of a local equipment manufacturer to produce an instrument with very accurate thermostatic control. A fan-assisted air flow ensures

thermal stability throughout the oven, even when fully loaded. With total control over temperature, angle of slope and run time, we offer our customers complete consistency and first class presentation of the finished product.

QUALITY CONTROL

E&O supply freshly prepared mycobacteria media in a range of bottles and volumes to suit your specific requirements. All of our eggs are sourced from a local farm ensuring not only their freshness, but also that they are antibiotic free. All the media is manufactured



within our cleanroom environment and then coagulated in a purpose built oven. Strict Quality Control procedures are carried out on each batch of media at the Scottish Mycobacteria Reference Laboratory.

Full QC certification is issued with each batch, which has a shelf life of twelve months



E & O PREPARED MEDIA

THE E&O BOTTLE RANGE



TRADITIONAL HEAVY WALL, MOULDED GLASS UNIVERSAL

These bottles are still very popular but expensive. With a 7 ml volume media, this offers the Micro-biologist a slope with a large surface area to inoculate and a wide-necked bottle to aid manipulation. All products can be colour coded to suit individual requirements.

HALF OUNCE BIJOU, MOULDED GLASS

These remain the most popular container for Mycobacteria work. Recommended by the PHLS for this purpose, these vials offer excellent rigidity and safety coupled with a clear view of the surface.

The formulation of egg media varies considerably, depending on preference and methodology. E&O manufacture egg media following the method recommended by the Scottish Mycobacteria Reference Laboratory. Media containing Pyruvate have 1% Trypan Blue added as an aid to identification. This negates the requirement for individual bottles to be

differentiated. Microbiologists then have a clear, unrestricted view of the media, facilitating easier interpretation of results.



THIN WALLED GLASS UNIVERSALS AND LONG BIJOU

These inexpensive vials offer excellent optical characteristics and a large surface area of medium. Provided they are handled with care, they offer a very economic alternative to moulded glass.



145mm GLASS TUBES

Popular on the continent, the design of these tubes allows a large surface area of medium combined with an aluminium cap and rubber liner preventing the media drying out on prolonged incubation. Again an economic alternative to moulded glass.



OUR BOTTLE MEDIA RANGE IS PACKED IN POLYSTYRENE TRAYS AND SHRINK WRAPPED

The trays are labelled and packed in cardboard boxes which are clearly marked allowing identification. If you require any further information on the products or services available please contact the sales department.



FOR MYCOBACTERIA



MEET ROSEANNE

When it comes to customer service Roseanne is your lady! Whether it be, taking orders, arranging deliveries, answering queries or just diverting your call, she is always ready to help. As part of E&O's commitment to customer service, we have arranged for Roseanne to be in Sheffield at the Microbe exhibition on stand No. 44. Please come along and meet the the lady behind the phone. Richard Sueke and Virginia Lucey will also be there to welcome you and show off the expanding range of new products. There might even be a sample of "the water of life". We look forward to seeing you all.



New Product Range and Price List

As part of the ongoing investment in Information Technology, E&O proudly announce the publishing of our first product list. Now that the sales order processing and production records are completely integrated on the IBM AS400, a new coding system for products and containers will simplify ordering, whilst the computerisation of stock control will ensure you always receive the freshest possible products. If you require further copy's please do not hesitate to contact Roseanne.

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MICROBE 1996
SHEFFIELD
5 - 8 SEPTEMBER 1996

E&O LABORATORIES LTD will be exhibiting at Microbe on stand No. 44. An extensive range of prepared media and blood products and sera will be on show.

MEDICA 1996
DUSSELDORF
20 - 23 NOVEMBER 1996

E&O LABORATORIES LTD will be exhibiting at Medica International Trade Fair with Congress

The stand will be located in the Diagnostics Hall under the banner of BIOTECH SCOTLAND. An extensive range of prepared media, blood products and sera will be on show.

Richard Sueke (*Sales Manager*) and **Virginia Lucey** (*Managing Director*) will be attending both exhibitions. If you wish to make an appointment please contact Roseanne on 01324 840404.