

Transforming lives through science, innovation and collaboration



Emergency Response Service

We're by your side 24/7

Corporate Membership



Emergency Response Service (ERS)

Join RSSL's ERS corporate membership and gain exclusive access to rapid analytical support when you need it most.



We know that when something goes wrong that puts product safety and quality at risk, you need to act quickly and work with a partner that you can trust. We will assist you with your investigations and provide answers to your urgent questions – what has happened and why? What is the impact? You can then make an informed decision and resolve the situation successfully.

As an ERS member, you benefit from:

- Priority access to our multi-disciplinary team of scientists and facilities
- Rapid analytical turnaround, with results available within hours of receiving your sample
- Membership covers all global sites and subsidiary companies
- Our new digital 'My RSSL' tool for round-the-clock access to your project
- Expert, independent and confidential advice
- Easy and direct contact with our team
- Platinum and Gold level membership options



Your experienced partner

RSSL has a wealth of experience and expertise. We've worked on more than 20,000 emergency projects and helped our clients around the world make critical decisions based on information they trust. As an ERS member, you have priority access to our extensive specialist knowledge and insights.

ERS in action

We can identify a range of contaminants including:

- Allergens
- Foreign materials
- Taints and off flavours
- Chemicals
- Heavy metals and elements
- Species adulteration
- And more...



Not just in a crisis. ERS membership gives you all round support.

Up to four 1-2-1 consultancy sessions (20 min calls):

Talk to our subject technical experts for advice and guidance whenever you need it.

Exclusive research opportunities:

Participate in relevant research-funded consortiums that tackle key industry topics.

Dedicated account manager:

Benefit from one point of contact for all your project needs.

Preferential rates:

Enrich your employees' knowledge and skills with a 5% discounted rate on our online allergen training courses.

Networking & updates:

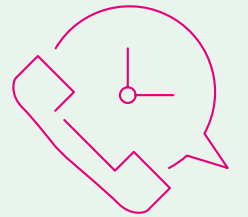
Grow your network and knowledge by joining as many free seminars, webinars and events as you choose. Each expert-led session is an opportunity to gain insights into the latest industry issues.

Meeting venue:

You're welcome to use RSSL as a venue for team meetings of up to 20 people.

Visit us:

Learn more about our capabilities, meet the team and see our cutting-edge facilities up close.



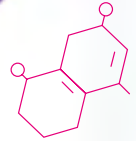
We're always on hand to help solve your business problems and work in partnership to deliver bespoke solutions that deliver results, fast.



‘RSSL’s extraordinary perseverance in the face of uncertainty and tight timings enabled our new technology to be tested with consumers.’

‘Thank you once again to the team at RSSL for making our investigation process so easy and stress free. The fact that the results showed everything to be clear and fit for purpose was the good news we needed to end the week.’

‘Quality with a capital Q is embodied in RSSL. The level of specialist expertise within the team and seamless communication during what was a stressful time makes them a pleasure to work with.’



‘RSSL moved at the speed of light to get to the root cause of the problem. Their rapid and accurate analysis meant we could resolve the issue quickly and avoid a costly product recall.’

‘We’ve called on RSSL to investigate a number of urgent issues and never fail to be impressed by their rigorous scientific approach and rapid response. We value their advice and trust their judgement, every time.’

‘RSSL’s ERS support in our crisis situation was essential. It gave us the scientific data we needed to make robust decisions quickly.’

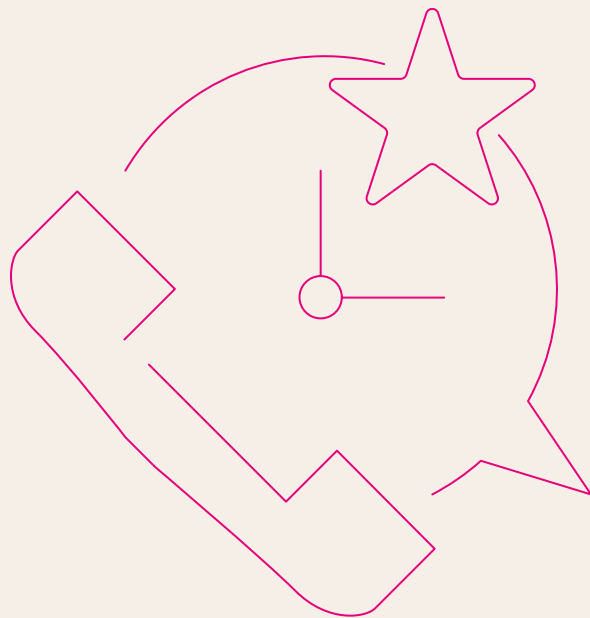
ERS membership packages

Gold membership

Priority access to all analytical technical services during working hours.

Platinum membership

All the benefits of Gold, but with the added security of priority access to key analytical services, 24 hours a day and 365 days a year.



Choose the membership that's right for you

	Gold	Platinum
24/7* access to allergen & foreign body analysis [‡] <small>*Other analytical testing may be available by prior arrangement</small>	X	✓
Priority access to all analytical services during working hours [‡] (Mon to Fri: 9.00am to 5.00pm)	✓	✓
<small>‡During project scoping, testing and consultancy will be quoted for on an hourly rate.</small>		

Additional membership benefits

Global sites and subsidiary companies covered in membership	Unlimited	Unlimited
1-2-1 consultancy calls with technical experts	4x20 min	4x20 min
Free networking events & expert led webinars	✓	✓
5% discounted rate on online allergen courses	✓	✓
Dedicated Account Manager	✓	✓
Certificate of ERS membership	✓	✓
Exclusive invitation to participate in research-funded consortiums	✓	✓
Use of RSSL venue for your team meetings (up to 20 people)	✓	✓
Opportunity to meet our technical specialists and visit our facilities	✓	✓

Become a corporate ERS member today

Get in touch to start benefiting from our expert technical support and exclusive benefits. You'll be glad you did.

Contact our Customer Support Team
enquiries@rssl.com
+44 (0)118 918 4076

Find out more at:



www.rssl.com/ers



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About RSSL

We're a cutting-edge food research company, pushing the boundaries of science and innovation to help make our world safer, healthier and more sustainable. Our clients trust us to deliver innovative solutions to real-world problems through rigorous analytical testing, state-of-the-art research and development, customised consultancy and training services. In everything we do, we are focused on transforming lives through science, innovation and collaboration.



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Find out more at:
www.rssl.com