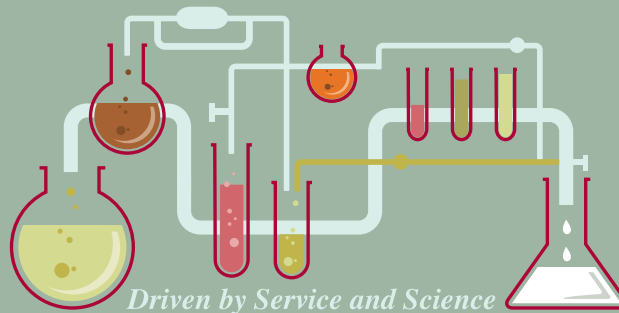


# Maxxam Analytics benchtalk



Spring 2010

**Québec**

## WELCOME TO MAXXAM

It is with great pleasure that Maxxam Analytics announces the hiring of the following new employees to its growing and newly developed Quebec City laboratory team. This comes as a reflection of our commitment to continual improvements in quality and service to better serve our clients' needs; and to maintain strong and long-lasting relationships in the region.



Martine Bergeron joined the Customer Service Team of the Sainte-Foy laboratory as a newly appointed additional Project Manager. She has over 15 years of experience in the field of environmental analysis services and will surely be an asset to the team. The creation of this role and Martine's arrival further enhances the Customer Service Team's ability to better serve our customers.




Isabelle Deguise was hired as the new department Supervisor for the Organic Chemistry laboratory. Madame Deguise

has more than seven years of experience in science, having worked in a pharmaceutical analysis laboratory and in the environmental field for an industrial waste treatment company. Furthermore, she is a member of the Ordre des chimistes du Québec.



Finally, Stéphane Moïse was hired as a Senior Analyst for the Organic Chemistry laboratory. With over 20 years of work experience in

the environment laboratory field, Stéphane has a strong technical background that will allow him to always meet the customers' needs, while permitting the growth of this department. 

## Contact

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## ceo's note



### What a difference a year makes!

A year ago, Canada was in the middle of a recession and signs of weakness across the environmental industry were everywhere. Fast forward to today and the general consensus is that the recovery is positively impacting our industry. The phrase that best describes the prevailing mood is “cautious optimism,” and we would agree. Although I’m an optimist by nature, I believe that this is a fragile recovery. The real risk to Canada will come from outside our borders (Greece’s debt crisis, China’s economic bubble, the United States’ economic recovery, et cetera). Still, it is great to see activity pick up.

For our part, we’re using this year to make some important investments in our business through technology and service upgrades throughout the country. We will be strengthening our commitment

to cross country coverage and new services in response to your input. Watch for more on these developments in the coming months.

The purpose of this newsletter is to inform you of developments in our industry, often technical

*We’re using this year to make some important investments in our business through technology and service upgrades throughout the country.*

in nature. We’re conscious of making the most of your time, and I’d like to ask that you let us know how we’re doing and/or provide suggestions on matters that are important to you for future editions of Benchtalk.

All the best for a safe and successful summer. 

*Jon Hantho*

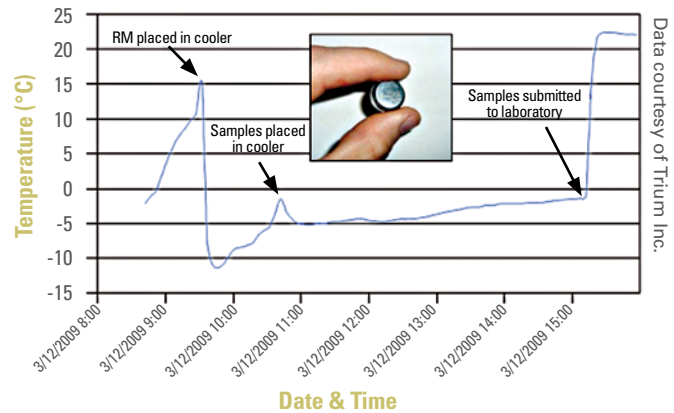
**President & Chief Executive Officer  
Maxxam Analytics International Corporation**



## Documenting Temperature Control with Thermochrons

With the warm weather approaching, it's important to remember to add sufficient cooling media to your coolers when shipping or storing samples after collection. Some parameters are very sensitive to temperature fluctuations and regulatory bodies and consultants are beginning to recognize the importance of sample integrity before accepting data. For sensitive, legal projects or to just to raise the bar on quality for your sample protocols, we suggest a very simple, yet effective tool to monitor the storage conditions of your samples post collection.

Thermochrons are temperature-recording devices that start and stop taking temperatures of the cooler at regular time intervals. If microbiological samples are received at the lab at 18°C versus the



recommended 10°C, it begs the question “how long were samples at elevated temperatures? Thermochrons can answer this question and help support a decision to go ahead with testing. It also can validate the temperatures recorded by the lab by IR guns.

This simple, inexpensive device can provide defensible data that documents the storage conditions over time. The graph gives an example of a thermochron plot that shows the temperature over time (in this case hourly). You can see the spike in temperature when the cooler was opened and closed. Thermochrons are returned to our customers when we receive the coolers so the data can be retrieved. The approximate cost for this device is \$50; it's a small thing you can do to invest in quality. **E**

## Reminder: Chains of Custody

Maxxam Analytics is encouraging our customers to request customized Chain of Custody documents for their projects. These documents can include as much detail as required. Information such as reporting address, invoicing address, project number, quote number and PO number can be completed. The specific analyses required for your project will be provided instead of

Maxxam's default list. Reporting limits, pricing, and parameters, which are requested at the start of your project, will also be included. Customized Chain of Custody documents have proven to be an effective means of communication between project manager, field technician and Maxxam staff. Bottle kits, pre-labelled bottles and customized Chains of Custody can be requested from your project manager. **E**

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