



Enquiries / Navrae

Ref. no. / Verw. nr.

ARC-ONDERSTEPSPOORT VETERINARY INSTITUTE
LNR-ONDERSTEPSPOORT VEEARTSENYKUNDE-INSTITUUT

Private Bag / Privaatsak X05, Onderstepoort 0110, South Africa / Suid-Afrika

Tel: (012) 529-9111 • Fax: (012) 565-6573 • (Int: + 27 12)

Web site: www.arc.agric.za

☎ - Company VAT No: 4140125313

9 July 2019

TO WHOM IT MAY CONCERN

The ARC-Onderstepoort Veterinary Research Campus (ARC-OVR), has long tradition of veterinary research since its founding in 1908 by Sir Arnold Theiler. It is nationally and internationally recognized as a veterinary centre of excellence. The ARC-OVR is a flagship institution of the Agricultural Research Council in South Africa and plays an important role in maintaining the health of our national herd and wildlife.

The mission of ARC-OVR is to provide scientific support for Veterinary Services in effective risk management for quality of life for all in South Africa. The ARC-OVR strives to deliver world-class veterinary research in providing scientific support. Research activities focus on the development and improvement of vaccines and diagnostic tests, applying the latest molecular biological techniques.

OVR promotes animal health and welfare by providing an effective and efficient diagnostic service and producing vaccines against Foot and mouth and tick-borne diseases. OVR is the collaborating centre for both the Office International des Epizooties (OIE) surveillance and control of animal diseases in Africa and the Food, responsible for 7 OIE Reference laboratories and Agriculture Organisation (FAO) of the United Nations for the emergency preparedness for transboundary animal diseases for Africa. All the laboratories responsible for testing control and notifiable animal diseases are accredited by SANAS.

I am the Quality Assurance Manager for ARC-Onderstepoort and have been working with Ikhaya for the past 3 years. Their product which is a Real Time Monitoring System conforms to our requirements of monitoring our Fridges, Freezers, Ultra Low Freezers, Cryogenic Tanks, Incubators, Ambient Temperature and Humidity and Cold Rooms. We currently have approximately 200 sensors installed into our laboratories at our facility. The probes of the installed system are calibrated by an accredited calibration laboratory annually which forms part of our quality policy and procedures.

We are satisfied with their work performance and react to queries within 24 hours meeting our pre requisites for service delivery. Anthony and Praba are very knowledgeable and gladly assist whenever there is a question or query.

Yours sincerely

Ms Delille Wessels