

CUSTOMER PROCEDURE FOR OBTAINING LABORATORY SERVICES (COMMERCIAL)

PCFC- Entity (Business Unit) Name : Corporate Support Center (CSC)

Department Name : Environment, Health and Safety

Section Name : EHS Central Laboratory

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1. Purpose

EHS Central Laboratory (EHSCL) provides testing services in various disciplines of Environmental Testing, Marine Biological Analysis and Microbiological Analysis of Water, Food & Environmental samples.

This procedure describes and outlines the process to be followed to avail EHSCL's testing services.

2. Scope

Applicable for availing all Laboratory Testing Services.

3. Definitions

- EHSCL – EHS Central Laboratory.
- BDO – Business Development Officer
- PA – Payment Advice
- Concerned department - refers to the other Departments/Sections of EHS with Lab's specific requirement for testing
- Client / Customer – Any second party individual/establishment requiring testing services.
- CSC – Corporate Support Centre.

4. Procedure

4.1 General Procedure:

- 4.1.1 Client shall send their request by email at ehs.lab@pcfca.e and specifying their requirements.
- 4.1.2 BDO reviews all the requests/queries related to the requested testing services.
- 4.1.3 Quotation/Payment advice relating the requested services is generated and submitted along with any relevant forms/documents, for the acceptance/payment process by the client.
- 4.1.4 Once the payment have been settled, notification is sent to the client regarding the date for sample collection.
- 4.1.5 Upon acceptance of the schedule, the Laboratory technical team shall carry out on-site sample collection.
- 4.1.6 Client to fill-up the Chain of Custody (COC) and the sample collected is submitted to the Laboratory for further processing.

4.1.7 Upon completion of analysis, final report is generated and submitted for Manager's approval and is dispatched to the client.

4.2 EHSCL service requested or acquired internally by other EHS Section or any other PCFC Business Units (BU)

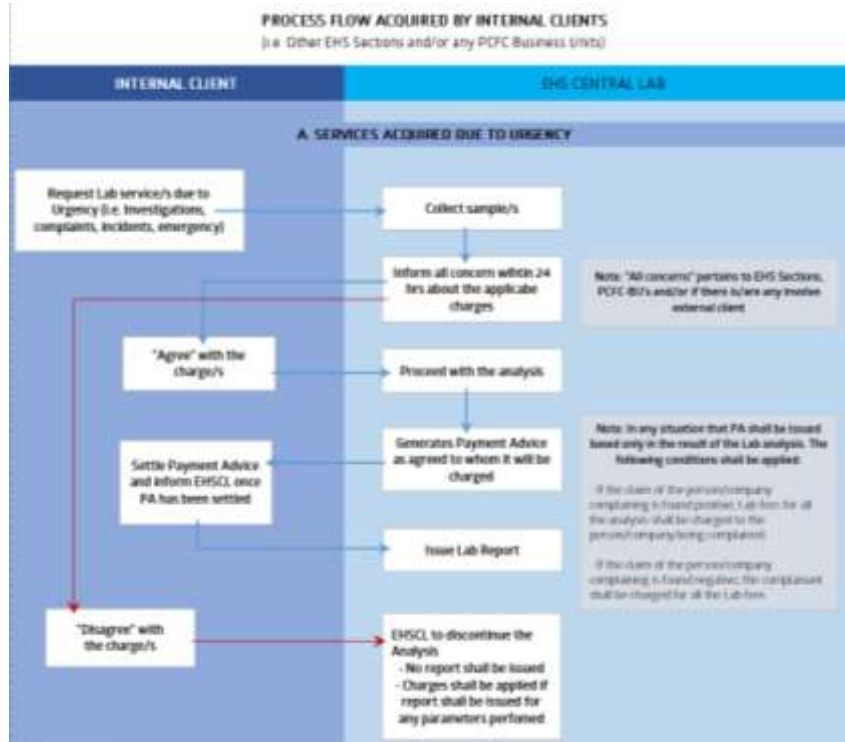
4.2.1 Due to Urgency (i.e. investigations, complaints, incidents or emergency):

a. EHSCL shall provide the service/s upon request after all concern parties agrees (in writing) that applicable fees shall be applied and with clear information to whom it shall be charged. EHSCL shall communicate to all concern the applicable fees/charges within 24 hrs.

b. If EHSCL is already conducting the analysis and it is not clear to whom it will be charged or it was declined by the concern EHS Section or PCFC BU – EHSCL has the right to discontinue the analysis and shall inform all concerns about the status. No report shall also be issued for the same. Charges shall be applied if report shall be released regardless if it is incomplete.

Notes:

- "All concern" pertains to internal EHS Section, PCFC-BU's and/or if there is/are any involved external client.
- In any situation that PA shall be issued based only in the result of the Lab analysis. The following conditions shall be applied:
 - i. if the claim of the person/company complaining is found positive; Lab fees for all the analysis shall be charged to the person/company being complained.
 - ii. If the claim of the person/company complaining is found negative, the complainant shall be charged for all the Lab fees



5. Service Completion Time

Refer Annexure 1

6. Payment Terms & Conditions

6.1 All fees/ charges shall follow EHSCL's existing **Service Fee Codes mentioned in Annexure 1 – Service Fees & Codes**

6.2 Payment mechanism for service/s acquired by Internal EHS Section

- All services acquired shall be communicated by EHSCL to CSC– Finance Dept. by providing monthly/quarterly report (in excel sheet) which includes but not limited to: section details, service description, service codes, amount and others applicable.

- PCFC CSC Finance Dept. shall then deduct the charge/s to the concern EHS Section from their Cost Service and credit the amount as revenue of EHSCL.

6.3 Payment for service/s acquired by PCFC Business Units shall follow EHSCL's existing **Service Fee Codes mentioned in Annexure 1 – Service Fees & Codes**

7. Related Forms

7.1 PCFC-CSC-EHS-CL-QF08a	Quotation Form
7.2 PCFC-CSC-EHS-CL-QF08b	Test Request Form
7.3 PCFC-CSC-EHS-CL-QF08c	Terms & Conditions
7.4 PCFC-CSC-EHS-CL-LQF02a	Request for EHS Central Lab Services (Internal)

8. References

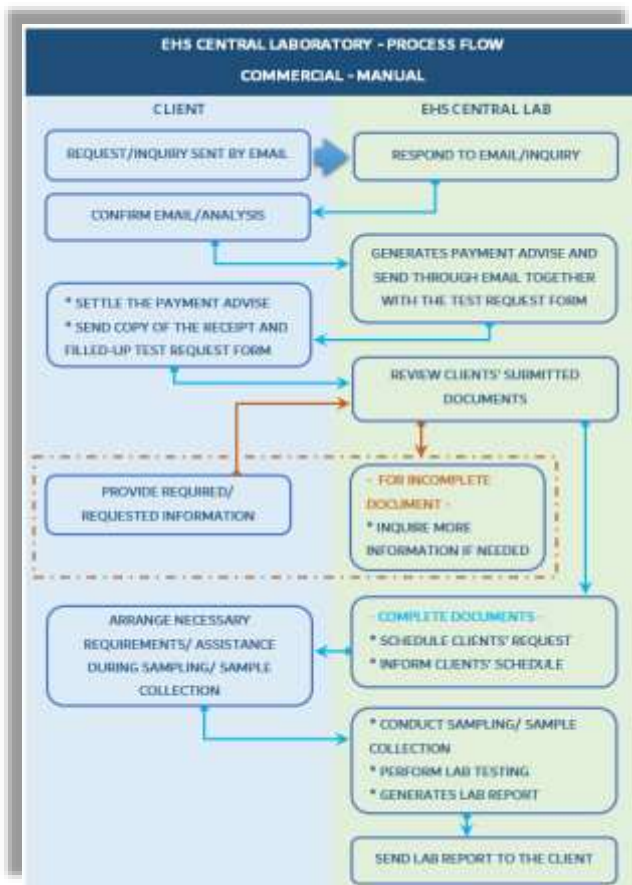
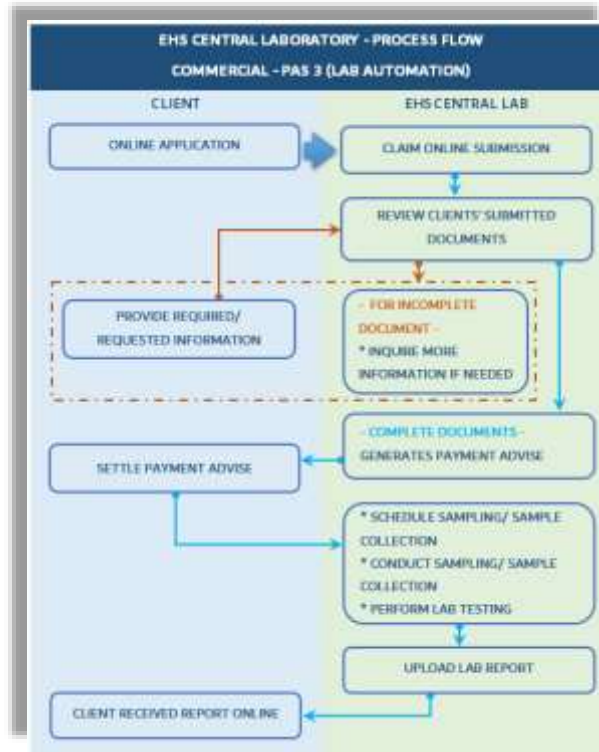
Not applicable

9. Contacts

All queries regarding EHSCL testing services shall be addressed to EHSCL via:

- Telephone: 04 8068841
- Email: ehs.lab@pcfc.ae

10. Process Flow



11. History

Revision # 00: New header, text formatting, coding introduced

Revision # 01: Added clause # 4.2 and 6.0

Revision # 02: New PCFC template, document control numbers, Text formatting and font as per the PCFC branding guidelines implemented. “Trakhees Central Laboratory” replaced with “EHS Central Laboratory”.

Annexure 1: Service Completion Time and Service Codes and Fees

Service Code	Service Description	Duration (testing and reporting)	Fees (AED)
HLLS001	Nutrient Analysis	6WD – 8WD	250
HLLS002	Trace Elements in Sediments Analysis	6WD – 8WD	250
HLLS003	Lab Waste Sample Analysis for disposal (Wastewater and Waste Solids)	5WD – 7WD	450
HLLS005	Irrigation Water Analysis	6WD – 8WD	500
HLLS006	Ground water, Drinking water, Dewatering water sample, Soil Analysis	6WD – 8WD	600
HLLS007	Base Oil Analysis	6WD – 8WD	900
HLLS008	Swimming Pool Water Analysis	6WD – 8WD	450
HLLS009	Ambient (Indoor) Air Quality Monitoring	6WD – 8WD	1300
HLLS010	Stack Emission Monitoring	6WD – 8WD	1300
HLLS011	Noise Measurement and Reporting	4WD – 5WD	160
HLLS012	Harbor Water full Analysis	6WD – 8WD	1200
HLLS013	Single parameter Analysis and Reporting (including BOD) Hg / As / Se / TKN / COD / BOD / Oil & Grease, DO	6WD – 8WD	100
HLLS014	Single parameter Analysis and Reporting (without BOD)	6WD – 8WD	50

	NH3-N, NO2-N, NO3-N, PO4-P, T.PO4-P, TSS, TDS, RC12, Turbidity, Salinity, Chloride, Ca/Mg Hardness, Alkalinity, Acidity, Total Hardness, Fluoride, Sulfate, Sulfide, Carbonate, Bicarbonate, Phenol, Metals		
HLLS015	Ballast water Analysis	6WD – 8WD	1000
HLLS016	STP effluents Analysis	6WD – 8WD	350
HLLS017	STP Aeration tanks monitoring	3WD – 5WD	200
HLLS018	Benthic Organisms in Sediment (cleaned sample for species analysis)	10WD – 12WD	150
HLLS019	Benthic Organisms in Sediment Analysis (UNCLEANED)	10WD – 12WD	500
HLLS020	Planktons Phytoplankton in Water Analysis	10WD – 12WD	500
HLLS021	Planktons Zooplankton in Water Analysis	10WD – 12WD	500
HLLS022	Planktons (Phytoplankton / Zooplankton) in Water Analysis	10WD – 12WD	750
HLLS026	Chlorophyll Analysis and Reporting	6WD – 8WD	100
HLLS027	Enumeration of Total coliforms (TC) in water analysis	6WD – 8WD	70
HLLS028	Enumeration of Fecal coliforms (FC) in water analysis	6WD – 8WD	70
HLLS029	Enumeration of Total coliform & Fecal coliform in water analysis	6WD – 8WD	110
HLLS030	Enumeration Total bacterial counts in water analysis	6WD – 8WD	60
HLLS031	Enumeration of Fecal streptococci (Enterococci) in Water Analysis	6WD – 8WD	80
HLLS032	Enumeration of Total bacteria, Total coliform & Fecal coliforms in water analysis	6WD – 8WD	130
HLLS033	Enumeration of Total bacteria, TC, FC & Fecal streptococci or Pseudomonas aeruginosa in water analysis	6WD – 8WD	160
HLLS034	Enumeration of Pseudomonas aeruginosa analysis	6WD – 8WD	85

HLLS035	Enumeration of Legionella species in water samples analysis and Reporting	10WD-12WD	165
HLLS036	Enumeration of Yeasts and Molds in Food & Water samples test	6WD – 8WD	80
HLLS037	Enumeration of Aerobic Colony Counts in Food samples test	6WD – 8WD	80
HLLS038	Enumeration of E.coli in Food samples test	6WD – 8WD	85
HLLS039	Detection of Salmonella spp. in Food & Water samples test	6WD – 8WD	140
HLLS040	Enumeration of Staphylococcus aureus in Food & Water samples test	6WD – 8WD	140
HLLS041	Detection of Vibrio cholera in Food & Water samples test	6WD – 8WD	110
HLLS042	Enumeration of Clostridium Perfringens in Food & Water test	6WD – 8WD	150
HLLS043	Enumeration of Bacillus cereus in Food & Water test	6WD – 8WD	150
HLLS044	Detection of Listeria monocytogenes Food & Water test	6WD – 8WD	170
HLLS045	Enumeration of Enterobacteriaceae in Food samples test	6WD – 8WD	100
HLLS048	Flash Point	6WD – 8WD	150
HLLS053	Potable Water / Drinking Water - Complete Analysis (Physico-Chemical, Micro Parameters)	10WD – 12WD	1,025
HLLS054	Potable Water / Drinking Water - Complete (Physico-Chemical) Analysis	10WD – 12WD	700
HLLS055	Swimming Pool Water - Complete Analysis (Physico-Chemical, Micro)	6WD – 8WD	600
HLLS056	Detection of Legionella Species (IAQ or Air Sample)	10WD-12WD	180
HLLS057	Detection and Enumeration of Legionella Species (IAQ or Air Sample)	10WD-12WD	200
HLLS058	Detection of Legionella Species (Swab / Water Sample)	10WD-12WD	180

HLLS059	Detection and Enumeration of Legionella Species (Swab / Water Sample)	10WD-12WD	200
HLLS060	Potable Water / Drinking Water - Complete (Micro) Analysis	6WD – 8WD	325
HLLS061	Swimming Pool Water - Complete (Micro) Analysis	6WD – 8WD	240
HLLS062	Lab Service Fee for Report Separation / Combine, Paper Charge	N/A	30
HLLS063	Lab Subcontracted Fee (min. AED 50)	N/A	50
HLLS064	Lab Subcontracted Fee (min. AED 80)	N/A	80
HLLS065	Express Charge (3-4 WD)	3-4 WD	PA VALUE IN AED * 0.25
HLLS066	Priority Charge (1-2 WD)	1-2 WD	PA VALUE IN AED * 0.40
HLLS067	Single Parameter 1- Commercial (Sensory pH, Temperature, Conductivity)	1WD	25
HLLS068	Sample Preparation Fee for Metals (max.4) per sample	2WD	150
HLLS069	Metal Analysis (additional)	6WD – 8WD	30