OWTC Conduct Agreement

Name of Organization: _____

Name of Representative: _____

The client will supply product/environmental samples to the laboratory. The Ontario Water Testing Centre (hereto OWTC) will facilitate testing by providing testing materials upon request. The client will be responsible for handling samples in compliance with the OWTC sampling requirements letter provided (L.C.F 3.1.5 and/or 3.1.5b) and to transport, or arrange to transport, samples to the laboratory under the appropriate conditions as established in the requirements letter.

The laboratory will perform the requested tests with the agreed upon methods. Any deviations, or complications, will be discussed with the client as they develop. OWTC staff will notify, or attempt to notify, the client of samples that are out of compliance at reception using the information entered on the clients Chain of Custody (L.C.F 3.1.1 and/or 3.2.2) for the sample(s). If the client cannot be reached, a message will be left at the time of reception. If the client does not respond before the end of the business day the samples will be set up for the requested testing and client billed as such. The subsequent report will have a comment pertaining to the nature of the out of spec. It is the client's responsibility to ensure the contact information provided on the Chain of Custody is up to date at time of submission, and the methods of communication are monitored.

On the Chain of Custody, the client will direct the lab as to what constitutes out of spec results. Any adverse, positive, or out of spec results will be verbally shared with client as soon as possible after determination. Any positive pathogens will be subject to conformational testing (and associated fees) unless directed otherwise. Sample results will be emailed to client in a timely manner only to those specified on the requisition form. OWTC does not interpret results, give direction for remediation, or consult on appropriate testing parameters.

The OWTC is committed to maintaining their IS0 17025 accreditation and client confidentiality. Any changes to the accreditation status, or scope of accreditation, will be disclosed to the client as soon as possible after the event. In event of a confidentiality breach, clients will be notified as soon as possible after the event.

OWTC Laboratory Manager: _____

Signature of Representative: _____