



Submitting Samples (Sample Acceptance Policy)

ETC, Inc. will provide sampling kits for all projects contracted to ETC, Inc. at no additional charge. Sample kits include:

- q Cooler(s)
- q Project Container Summary Form
- q Sample container(s) specific to the requested analysis.
- q Chemical preservation specific to the requested analysis.
- q Chain-of-Custody Form(s)
- q Label(s)
- q Basic Sampling/Shipping Instructions

ETC, Inc. will ship sample kits to the client (office or site) by GROUND UPS at *no additional charge*. Any expedited shipping service (Next Day/Priority) will be billed to the client. The client will be responsible for the return shipment to the laboratory unless other arrangements are agreed upon.

Our sampling kits are designed to ensure that the client understands the overall sampling protocol requirements. Please contact our Client Services Representative if you have any questions. We encourage clients to call prior to the sampling event to verify these requirements.

It is ETC, Inc.'s policy that all samples that arrive at the laboratory must be accompanied by a chain-of-custody record.

A complete review of all samples received by the laboratory is conducted to ensure that all appropriate sampling protocols have been met. Samples submitted to the laboratory need to have complete and full documentation. At a minimum, the following information must be provided with each set of samples:

- § Sample identification
- § Date and time of collection
- § Collector's name
- § Sample preservation (i.e. chemical, temperature...)
- § Sample matrix (i.e. water, soil, sediment...)
- § Special instructions if applicable (i.e. special reporting requirements, detection limits...)

Each sample should be uniquely identified on a label adhered to the sample container and completed using water resistant ink.

Sample containers must be appropriate for the test and method being requested. Adequate sample must be provided to complete the requested testing. ETC can provide a table of current acceptable containers and preservations for analytical methods upon request.

The client will be contacted if samples/containers do not meet the above requirements (i.e. damaged containers, contamination or inadequate preservation). Non-compliance reports are issued if EPA protocols are not met. In some situations, this may render the data provided unusable for regulatory compliance.





Waste Minimization Policy

All laboratory waste, including samples, is disposed of according to federal and state regulations. ETC, Inc. maintains an extensive disposal program that ensures that all laboratory wastes are disposed of properly. To implement this plan, we require that samples be submitted in approved containers in the amounts specified by the laboratory.

Samples arriving in excess of these requirements may be subject to a additional charges for sample disposal.

Analytical Methods

ETC, Inc. performs all analyses per approved EPA Methods. Each method requires specific sampling protocol to ensure the integrity of the sample upon arrival at the laboratory. The client will be notified upon receipt of any sample that violates sampling protocol. The client will be given the option to: 1) proceed with the analysis, 2) discontinue the analysis 3) request new sample kit to re-sample.

If the client chooses to proceed with the analysis, the final report will be accompanied by a Non-Compliance Report detailing the problems encountered. This may result in the data being unusable for regulatory compliance.

If the client chooses to discontinue the analysis and re-sample, the current samples will be returned and a new sample kit issued. Please note that the client may incur additional charges for sample disposal and additional sample kits.

The exception to *Client Notification* listed above is for water samples analyzed for Volatile Organic Compounds. Due to the nature of this analysis and method requirements, the preservation of these samples can be checked only just prior to analysis. A Case Narrative and/or Non-Compliance Report will be generated for those water samples that do not meet the pH requirement. Non-Compliant samples analyzed under these conditions *will be billed* to the client.

Holding Times

Holding Time is defined as the maximum amount of time that can elapse between sample collection and sample extraction/analysis.

ETC, Inc. cannot be responsible for ensuring that samples are extracted/analyzed within method specified Holding Times if the samples arrive at the laboratory within 48 hours of the expiration of that Holding Time. ETC, Inc. always makes a *best effort* to ensure that Holding Times are not exceeded under these circumstances.

Samples that arrive at ETC, Inc. requested to be placed On Hold by the client are done so at the client's risk. It is the client's responsibility to notify ETC, Inc. prior to 24 hours of the expiration of the Holding Time to proceed with any analysis. ETC, Inc. always makes a *best effort* to monitor these samples and notify the client of Holding Time limitations. Samples released from hold that are approaching expiration of holding times may incur rush fees to complete the extraction/analysis.

Samples placed on hold and not analyzed may be subject to charges approximately 25% of the original analytical fee.

Change Requests

Changes that are requested for work that has been received by ETC, Inc. must be accompanied by a written request. E-mail and/or fax requests are acceptable.

