

**Terms and Conditions**  
**Annexure A: Field Services**  
**QP-007**

**Provision of services**

1. The Australian Water Quality Centre (AWQC) offers field services including the analysis and collection of samples in the field. This will be provided within the scope of accreditation with National Association of Testing Authorities, Australia (NATA) and certification to ISO9001:2000.

**Notification Period**

2. The AWQC will provide field services when a minimum notification of 2 weeks is provided by customers detailing services required. Should urgent field services be required, shorter notification periods can be negotiated subject to the availability and capacity of the service and necessary information to effect safe and efficient collection.

**Failure to collect samples on the nominated day**

3. Whilst every effort will be made to collect customer samples on the nominated day as detailed in the Customer Service Request, where circumstances prevent this happening, the customer will be notified and an alternative collection date will be arranged.

**Safety**

4. During the first sampling event a Field Services Representative will first carry out a risk assessment to allow safe collection of the sample. Should any risks be present that cannot be mitigated by the Representative to allow safe collection, sampling will not take place. An attendance charge may apply.
5. Where a customer requires a risk assessment in advance of the sampling event a standard fee shall apply.
6. Customer's site inductions for Field Services personnel will incur a charge for any period exceeding 15 minutes in excess of the sampling event itself (the process of preparing sample points and filling bottles for analysis).
7. Specific site requirements must be provided in writing at least 2 weeks prior to the sampling event. This may include, but not be limited to, only one industry specific site visit by one sampler per day (e.g. farms), or specific immunisation requirements.
8. Should the customer require Field Services personnel to sign any documentation prior to obtaining site access, a copy of the documentation shall be provided up to 2 weeks in advance of the first sampling event.

**Provision of Information**

9. All contact details of relevant customers who will meet the Field Services Representative during the sampling event or where no customer will be present, the details of a customer's representative who is familiar with the sampling location, will be provided to AWQC Customer Service personnel a minimum of 2 weeks prior to the first collection event.
10. The customer will be required to meet a Field Service Representative during the first collection event at each different location. Where this is not possible, detailed maps and photographs identifying the location and sampling point must be provided.
11. For routine sampling AWQC will work with the customer to establish permanent signage including bar coding, photographs and GPS coordinates.
12. Where access to sampling sites is not provided directly by the customer, sufficient instructions, information or keys will be provided to ensure direct access to a sampling point location without delay. Where this may not be possible, any delay exceeding 15 minutes will incur additional fees commensurate with the additional time taken.
13. Each sample pick up must have appropriate documentation including a signed Chain of Custody form. Where the customer has not provided one the Field Services Representative shall request the completion of a standard AWQC Chain of Custody form. Any delays in completing the form may incur charges.

**Charges**

14. Field services will incur charges as detailed in the Customer Service Request. The Customer Service Request is an **estimate** of likely charges and may vary depending on what is collected and the difficulty of the work.
15. Charges will normally apply per location. Should more than 15 minutes be required at one location additional charges will apply proportionate to the time spent at that location.

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16. Cancellation of Field Services less than 48 hours before collection will incur an administration charge.
17. All samples to be picked up by Field Services personnel must be available no later than 8am on the nominated day for pickup. Where this may not be possible specific details must be negotiated a minimum of 2 weeks prior to the first sampling or pick up event. Any delays will incur charges.
18. If Field Service personnel attend a site as agreed with the customer and the customer is unavailable at that time, an attendance fee may apply.
19. Bottles and labels appropriately prepared for preservation, can be provided where customers collect their own samples. A minimum notification of 3 weeks is required to access this service.