



LabNews

November 2011

ALS Sydney Laboratory Operations - Christmas / New Year

- ▶ On behalf of the ALS Sydney team, we would like to wish you and your family a safe and happy Festive Season. We thank you for your custom over this very busy year and look forward to working with you in the New Year.

We would like to advise that during the Christmas / New Year Period **the laboratory will be open** except for the mandated public holidays and weekends.

Managing Projects over the Christmas and New Year Period

ALS understands the importance of delivering on your requirements - no matter what time of the year it is! We appreciate that many key projects are performed in January when certain sites have improved access or where work is scheduled during partial operational closures.

ALS would like to gain a better understanding of any projects that may need our attention over the Christmas and New Year period. This will ensure we adequately resource the laboratory and client services operations to achieve the outcomes you require. **Contracted projects will be supported as usual** albeit, with ALS doing our best to balance these in the traditional pre-Christmas rush.

Please contact the Sydney Client Services team or the local Environmental Service Representative in your region within the next two weeks to discuss your project timelines and required service delivery.

We will do everything we can to meet your standard and urgent turnaround needs!

To assist you with planning, we would like to advise that samples requiring **results prior to Christmas** (for standard LOR tests), should ideally be submitted on or before **Wednesday December 14**. Samples not requiring results prior to Christmas may be submitted to the Sydney Laboratory up until **midday Friday December 23**. If you are submitting samples to one of our regional offices, they should be submitted by the local freight cut-off time on **Thursday December 22**.

It is our intention that the team working through the Christmas period will concentrate on extractions and other procedures that are holding time dependent.

The laboratory will be open for business as usual on **Tuesday 3 January** with full reporting services expected to resume by **Monday 9 January 2012**.

Wishing you a very Merry Christmas and Happy New Year!

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