



Client Procedure (CP) for Requesting Laboratory Testing/Service (Regulatory)

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1. Purpose and Objectives

The purpose of this procedure is to detail the step-by-step process of how to request Laboratory Service/Testing with EHS Central Laboratory as part of Regulatory compliance.

2. Scope

This procedure covers all Regulatory compliance monitored by the concerned EHS Section within its area of jurisdiction. This includes but is not limited to:

EHS Section	Compliance Requirement	Associated Laboratory Test
EHS Environment Section	Air Emission Permit	Stack Emission Monitoring
EHS Environment Section	Permit to Discharge to Harbour	Harbour Water Analysis
EHS Environment Section	Irrigation Permit	Irrigation Water Analysis
EHS Environment Section	Groundwater Permit	Ground Water Analysis
EHS Environment Section	Permit to Dispose of Wastewater to Imdaad facility	Wastewater Analysis
EHS Public Health and EHS Operations Section	Swimming Pool Water Requirement	Swimming Pool Water Analysis

3. Definitions and Abbreviations

- 3.1 Regulatory services - refers to all tests/services carried out by EHS Central Lab required by the relevant EHS Section



4. Procedure

4.1 Submitting New (Initial) Request in Compliance to:

EHS Section	Compliance Requirement	Associated Laboratory Test
EHS Environment Section	Air Emission Permit	Stack Emission Monitoring
EHS Public Health and EHS Operations Section	Swimming Pool Water Requirement	Swimming Pool Water Analysis

4.1.1 Online Request.

a. Client to log in using their Trakhees Online account and follow the below steps and fill in the details requested:

For Quotation

Login >>> click EHS Customer Service >>> Laboratory Services >>> **Quotation.**

For Lab Test

Login >>> click EHS Customer Service >>> Laboratory Services >>> **Lab Test Request**

- b. Once submitted, the client will receive the submission reference no. for their request which will be reviewed and responded to within 1-2 working days.
- c. The submission will be reviewed, and the client may check the status of their request by logging in to their Trakhees Online Account and responding back whatever is requested.
- More Info – requesting further details/information.
 - Issue Quotation (if requested)
 - Issue/generate Payment Advice (if requested)



- d. Client must settle the Payment advice once issued prior to scheduling their request for sampling/ sample collection.
- e. If everything is settled and clear - The client will receive an auto-generated notification about their schedule.

4.1.2 Manual submission

- a. Client may send their inquiry and/or request to EHS email address (ID.Lab@pcfc.ae) and EHS Central Lab will reply back within 1-2 working days.
- b. The submission will be reviewed, and the client will receive a response back if needed such as:
 - More Info – requesting further details/information.
 - Issue Quotation (if requested)
 - Issue/generate Payment advice (if requested)
- d. Once confirmed, EHS Central Lab will generate payment advice and send it to the client to settle.
- e. Client must forward a copy of the payment receipt and the duly filled-up Test Request Form (TRF) signed by the authorized representative.
- f. Client will be informed about their schedule

4.2 Submitting Request for:



EHS Section	Compliance Requirement	Associated Laboratory Test
EHS Environment Section	Permit to Discharge to Harbour	Harbour Water Analysis
EHS Environment Section	Irrigation Permit	Irrigation Water Analysis
EHS Environment Section	Groundwater Permit	Ground Water Analysis
EHS Environment Section	Permit to Dispose of Wastewater to Imdaad facility	Wastewater Analysis

The client may directly send their request by sending an email to the EHS Environment Section at the following email addresses: ID.Environment@pcfc.ae;

4.3 Submitting Request for “Renewal” of the following services:

EHS Section	Compliance Requirement	Associated Laboratory Test
EHS Environment Section	Air Emission Permit	Stack Emission Monitoring
EHS Environment Section	Permit to Discharge to Harbour	Harbour Water Analysis
EHS Environment Section	Irrigation Permit	Irrigation Water Analysis
EHS Environment Section	Groundwater Permit	Ground Water Analysis
EHS Environment Section	Permit to Dispose of Wastewater to Imdaad facility	Wastewater Analysis

For Renewal - The client may directly send their request by sending an email to the EHS Environment Section to the email address: ID.Environment@pcfc.ae

4.4 Submitting Request for “Renewal” of the below service:

EHS Section	Compliance Requirement	Associated Laboratory Test
EHS Public Health and EHS Operations Section	Swimming Pool Water Requirement	Swimming Pool Water Analysis

- a. Client will be informed by EHS Central Lab by email for their upcoming schedule for Swimming Pool water analysis on which the client has to confirm.
- b. Once confirmed by the client, procedure no. 4.1.2d shall follow.

5. Service Completion Time

	Service	Completion Time
5.1	Online submission	1-2 working days (response timeframe per submission/ communication)
5.2	Manual submission	1-2 working days (response timeframe per submission/ communication)

6. Service Fees

Depending on the service/s requested, fees will be generated through the Fees and Payment System (FnP)

7. Related Documents/ Forms

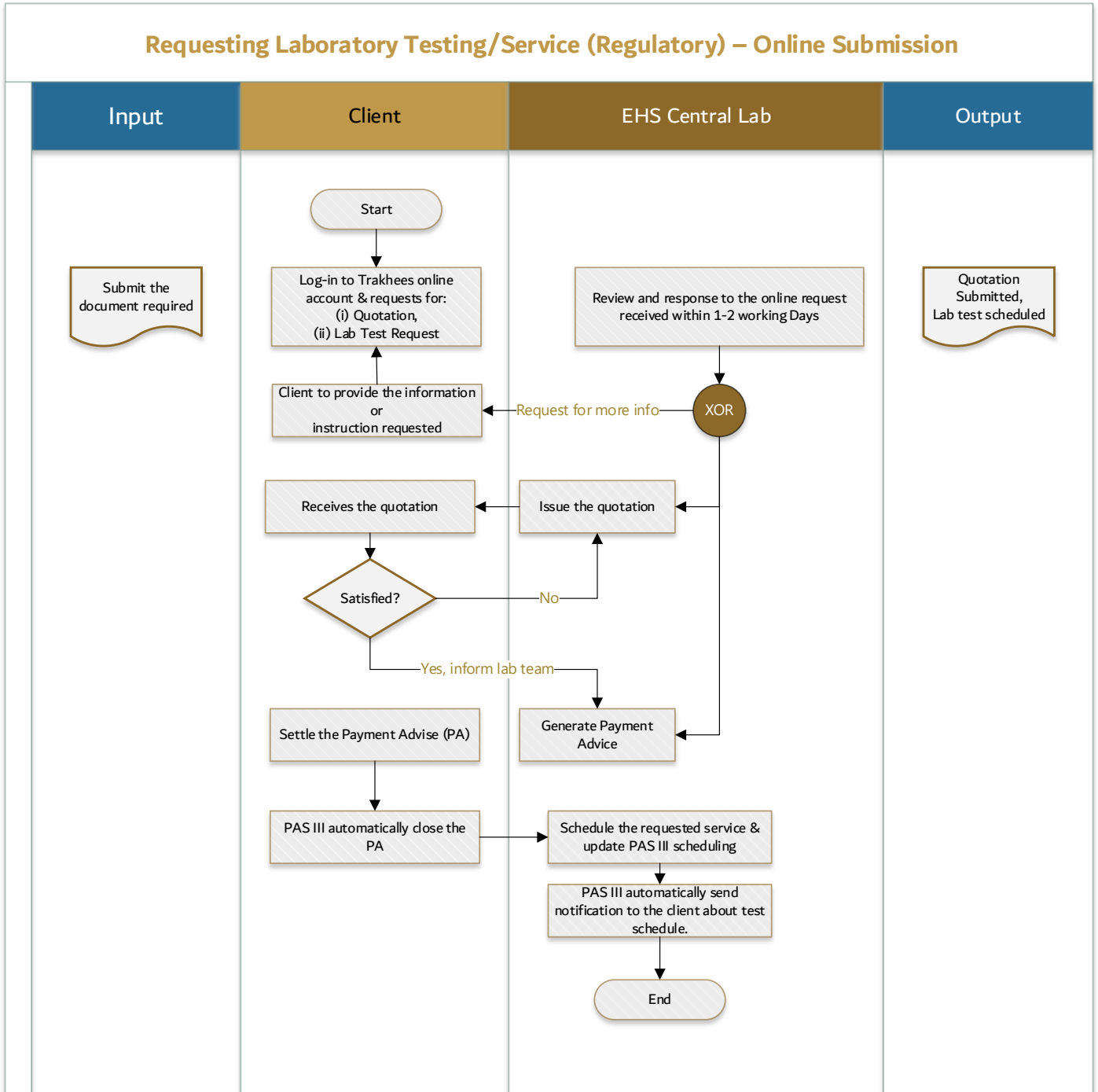
7.1 TRK-EHS-CL-CF05b, Test Request Form

8. Applicable References and Regulations

Not applicable

9. Process Workflow

Requesting Laboratory Testing/Service (Regulatory) – Online Submission



Requesting Laboratory Testing/Service (Regulatory) – Manual Submission

