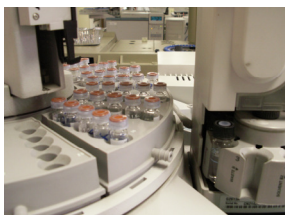


mgt LabMark EnviroNote #1023

7 August 2012



Reporting and Urgent Turn Around Surcharges

The following EnviroNote clarifies some frequently asked questions with regards to sample receipt and Reporting of results and pricing surcharges time lines.

Samples received at our Laboratories after 4:00pm on a working day are deemed to arrive the following working day at 9:00am.

For Reporting requirements it is mgt LabMark's intention to report the results immediately they are completed and passed QAQC checks.

Our Laboratory works Monday through to Saturday from 7:00am through to midnight each night. The laboratory is staffed through a Day Shift and also an Afternoon Shift that finishes at Midnight.

Our standard business day is completed at Midnight each day – as such for reporting purposes results can be issued up to midnight. However it is our intent to release the majority of results during day shift working hours which are complete by 6:00pm each day.

Reports that are released after 6:00pm and before midnight will still attract the 1 Day (+50%), 2 Day (+25%) and 3 Day (+10%) surcharges.

Fast turnaround of 1, 2 & 3 days requires analysis by our laboratories to be completed out of hours through our Shift and also some staff working Overtime.

Staff working Shifts are paid Shift Loadings of 20% and staff working Overtime are paid with a minimum of 50% loading in accordance with our National EBA as approved under the Fair Work Act. Fast turnaround time surcharges are used to cover these additional expenses.

The old terminologies of 24Hour and 48 Hour turn around have not been used by our company for several years and we will not be held to clients expectations regarding these reporting time lines.

If you have any questions or you would like any further information please do not hesitate in contacting any of our Client Services Managers.

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