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Ref: QRY 17/6

Hannah Clifford
Biffa Waste Services Limited
Trecatti Landfill
Fochriw Road
Mid Glamorgan
CF48 4AB

23rd January 2017

Dear Ms. Clifford,

Reference: Missed analysis on job number 1339043

Following your recent query regarding missed analysis on job number 1339043 (ground water annual suite), may we take this opportunity to apologise for any inconvenience that this may have caused your company. ALS Environmental has conducted a full investigation and the results are summarised below.

The dedicated Customer Services Coordinator was on annual leave from 24th to 28th November 2016. Our standard practice when the Customer Services Coordinator is on annual leave is for two members of the team to cover to in order to manage the daily requirements.

On 24th November, we received an e-mail to confirm that the incorrect chain of custody was submitted with the samples, consignment reference 508302. ALS had received paperwork for quarterly but the annual suite was required. The samples were registered correctly as per the Pre-Reg requirements and an order acknowledgement was sent at 09:33 confirming the correct analysis.

Our standard process is that once the samples have been registered, a job document is created for the Customer Services Coordinator to check that the samples had been registered correctly. The job document was checked by the other member of staff that was covering your account. Unfortunately, they did not see the e-mail sent confirming that the chain of custody was incorrect and therefore amended the job back to quarterly as per chain of custody received.

The investigation has concluded that due to the lack of communication between the two Customer Services Coordinator's covering your account, this resulted in the analysis requirements being changed from annual to quarterly meaning that the incorrect analysis was completed.



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In order to prevent this from occurring, both members of staff have been made aware of the error and the impact of the mistake. This will also be raised during the team meeting to ensure that the coordinators covering accounts are communicating with each other. In addition, the cover process has been reviewed and has been agreed that any e-mails received from Biffa that day will remain as flagged. This will ensure that both members of staff covering the account throughout the day will see e-mails sent.

We hope that you find the actions outlined in this letter a suitable resolution to the concerns raised in your query. If you wish to discuss this matter in further detail, please do not hesitate to contact your Customer Services Coordinator or myself.

Once again, please accept our apologies for any inconvenience caused. Please be assured of ALS Environmental's commitment to delivering a high quality service at all times.

Yours Sincerely,

Harry Gill
Customer Services Team Leader