



Advisory Memo

Updated: July 6, 2020

COVID-19 (Coronavirus) Service Update

July 1, 2020 Update:

IAL is operating normally with the ability to provide standard and rush turnaround time analyses. We thank you for continuing to use our services as we got back to full operational status. You, our clients, are the heart of our business and we truly appreciate you and look forward to a long, successful relationship with you.

Please continue to refer to the March 24 update for IAL's sample handling procedures.

Thank you from the staff at IAL. We truly appreciate your business!

May 20, 2020 Update:

IAL reopened for accepting samples and providing new bottle orders on Monday 5/18. We are working to resume full, normal operations and request that you check with your IAL Project Manager or Sales Representative if you have any questions regarding our availability to perform specific analyses or turnaround times.

May 15, 2020 Update:

IAL will close for cleaning at 4 pm Friday 5/15 to facilitate reopening on Monday 5/18. IAL anticipates being open but with some limitations, such as some Wet Chemistry and Microbial analyses. These limitations should diminish as we move through mid-week to Friday. We will be providing normal bottle order deliveries and sample pickup starting Monday 5/18.

May 12, 2020 Update:

IAL will continue to not accept samples through Friday May 15, 2020. We anticipate being able to begin accepting samples again Monday May 18, however, please continue to check our website for updates.

May 7, 2020 Update:

IAL will continue to not accept samples through Wednesday May 13, 2020. Please continue to check our website for updates.

May 5, 2020 Update:

Unfortunately, IAL is experiencing staffing issues due to employees in quarantine and self-isolation. As we try to complete analysis of all samples already in-house, we have determined that we are at capacity.

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IAL is a NELAP New Jersey Accredited Lab (14751) and maintains certification in Connecticut (PH-0699), New York (11402), and Pennsylvania (68-00773).



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May 5, 2020 Update (continued):

To accurately provide the results required for the samples in house, some tests normally conducted at IAL may be subcontracted to other laboratories. All project managers will be notified by email project confirmations should any analyses be subcontracted.

Effective Wednesday 5/6 to Friday 5/8, IAL cannot accept new samples or provide bottle orders, with the exception of air summa canisters. IAL's Air department will still be able to send out and receive canisters.

It is anticipated this partial closure will last through Friday May 8. Another update on our status will be issued on Friday.

March 24, 2020 Update:

Effective immediately, IAL will be changing its courier procedures and the procedures for samples being dropped off or orders being picked up at the laboratory:

- IAL's couriers will no longer be entering buildings. All pick-ups and drop-offs will be done "curb-side."
 - When placing an order, please make sure to provide the best number of contact – ideally, a cell phone number.
 - An IAL courier will call you when they have arrived at the specified drop-off or pick-up location.
 - Please meet the courier outside to either receive your order or hand-off coolers/boxes for pick up.
- Anyone coming to the laboratory for pick-ups or drop-offs, please go to Unit 9 and call 973-361-4252 x0 and someone will come outside to help you.
- If picking up or delivering summa canisters (air samples), please go to Unit 4 and call 973-361-4252 x126 and someone will come outside to help you.

We will continue to provide updates as necessary at <http://www.ialonline.com/>. Click on the **Coronavirus Update** link for the most up to date information.

We are working hard to protect both our clients and laboratory staff as we continue to adopt new procedures for everyone's safety. Thank you for your cooperation with these procedures.

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March 13, 2020 Initial Notification:

IAL would like to provide our clients with an update regarding our response to COVID-19.

Most of our clients are considered “essential services”, due to the nature of our work – ensuring clean drinking water, properly compliant discharges, and continuing remediation activities to ensure the health and safety of the public. IAL intends to remain open in order to support these “essential services” at this time.

If anything changes to on your end – e.g. temporary closure, altered entry procedures, contact information, or changes to sample collection/pick-up procedures, please notify IAL’s Project Management team immediately to minimize disruption for all our clients.

IAL is taking preventive measures to keep our staff healthy

Thankfully, most of our employees are in the low or very low risk segment for contracting COVID-19, but we are still taking measures to slow and/or prevent transmission to our staff and their families.

We have taken measures to remain fully operational to serve you, such as:

1. We are cancelling group training events until further notice.
2. We are minimizing onsite visits, beyond Sample Receiving, from non-essential guests.
3. Our cleaning staff will sanitize commonly touched surfaces daily.
4. We have reviewed proper handwashing and hygiene procedures with all staff members.
5. Anyone who appears sick will be sent home. If anyone at IAL tests positive for COVID-19, they will be required to remain home for the proper, doctor/CDC-prescribed quarantine period. No employee will be penalized for missing work due to illness.

We are actively taking every step necessary to ensure your lab testing services are not disrupted. Should anything change, we will be sure to make you aware immediately.

Thank you for your continued use of IAL’s services.

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