

Paracel Laboratory's IAQ Profile

Paracel recognizes that exceptional client service is an integral part of sustainable business success. Our Service Team is comprised of technical experts who are always accessible to assist you with any issue you encounter. We've built our Client Services Program based upon the needs of our clients and have provided them with the following analytical and client support services.

Company Profile

Paracel Laboratories Ltd. is a full-service environmental and Indoor Air Quality laboratory. Our main laboratory facilities are located in Ottawa and are supported by our asbestos laboratory in Mississauga with three additional locations serving as depots to our clients in Niagara, Kingston and Sarnia. We support a broad spectrum of projects for professional clients from across Canada and around the world. Our client base primarily consists of major environmental consultants, all levels of government and industrial manufacturers located predominantly in Ottawa, Toronto, Niagara, Eastern and Southwestern Ontario as well as Calgary and Vancouver.

Client Support Services

Paracel has developed our Client Services Program to include many support services, including several which are exclusive to our Program.

- **Dedicated Service Team** – Each Paracel location has dedicated Client Service Representatives to support your day-to-day requests. Our Service Team also includes our business development and senior management staff with exceptional technical expertise; every member of our Team is accessible and responsive to your requests.
- **Standard 4 Business Day & Prioritized Turnaround Times (TAT)** – We understand the importance to our clients in receiving quality data in a timely fashion so Paracel has set an industry standard with our **4 business day TAT**. Paracel also offers priority service in analytical TATs when required and are responsive to the strict timelines some projects dictate, including same day, next day and 2 day TATs, dependent upon the parameter required. All TATs start from the day the samples leave your possession, not the day it is received at the facility; Paracel is the only laboratory to provide this service to their clients.
- **Multiple Office Locations** – Paracel has expanded our operations throughout Ontario to provide local support to our clients. Our locations currently include Ottawa East, Ottawa West (Bells Corners), Kingston, Niagara Falls, Mississauga and Sarnia.
- **Free Local Pickups and Deliveries** – Paracel's Service Team provides free sample pickups and supply deliveries to your office or project site in the areas of our locations.
- **Free Sample Shipping** – For our clients outside the regions of Paracel locations, free sample shipping is provided using Purolator ground service.
- **Sampling Supplies & Media** – All sampling containers, preservatives and IAQ media are provided free to our clients who are returning the samples to Paracel for analysis.

ENVIRONMENTAL AND INDOOR AIR QUALITY TESTING SERVICES

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- **Online Data Access** – Paracel's Element Web tool allows secure on-line access to your data, including certified reports, invoices, chain of custodies and supporting files. In addition, this tool allows real-time access to the status of in-progress orders and preliminary results as tests are completed.
- **Electronic Reporting & Invoicing** – Paracel provides Adobe Acrobat® PDF files for both your report and invoice, sent electronically to you via email to support our initiative of paperless business interactions. Hard copies can be requested if required.
- **Custom Reports** – Paracel offers a number of electronic spreadsheet formats and can also provide data as Comma Separated Value (CSV) files for importing into custom databases. Paracel's SQL data based system has the capability of generating customized electronic reports, highly tailored to your individual specifications.
- **Criteria-based Reporting** – Paracel can provide you with an Excel version of your data which enables you to select the criteria you are utilizing and will highlight your report with values exceeding the criteria points.

Paracel's Experience with Mold Analysis

Paracel is the first laboratory in Canada to achieve CALA accreditation to the ISO/IEC 17025:2005 Standard for our culturable fungal speciations and total count genus identifications. This is the same Standard to which AIHA offers their accreditation. To achieve this, Paracel participates and maintains proficiency in the AIHA-EMPAT program for Proficiency Testing (PT) samples. All of our analysts working with fungal cultures have been trained through the internationally recognized fungal identification course given by the Centraalbureau Voor Schimmelcultures. Our combined experience in fungal spore and culture identification is over 25 years.

The Service Team at Paracel is dedicated to ensuring our Client Service Program meets your needs and expectations. If there is anything additional we can implement to our Program which will improve your interactions with Paracel, please don't hesitate to bring it to our attention. The Service Team at Paracel is also fully committed to continuous improvement and providing complete solutions to our clients in respect to their analytical requirements. If you have any questions in regards to this document or your sampling program, please don't hesitate to contact Paracel's Service Team at 1-800-749-1947 or by email at service@paracellabs.com.