

CUSTOMER ADVISORY

In compliance with the social distancing and other COVID19 transmission preventive measures, the laboratory is adopting the following procedures for transactions conducted with its customers and the public starting June 16, 2020:

1. Filing and application of testing and calibration requests will be on a per schedule basis. Customers are asked to e-mail preferred schedule together with the details of the testing and calibration requested at dost7rstl@gmail.com.
2. During submission of samples and release of reports/samples please observe proper physical distancing, proper use of personal protective equipment (PPE) and NO FACE MASK, NO ENTRY is strictly implemented.
3. Customer should make sure that they do not have a history of exposure with a COVID19 confirmed patient or a COVID19 probable person within the last 14 days, otherwise customer will not be allowed to enter.
4. Ensure that they do not have flu like symptoms. Any person who manifests at least one symptom, e.g. cough, colds, fever, sore throat, diarrhea shall be encouraged to seek doctor's advice, otherwise customer will not be allowed to enter.
5. Upon entering DOST 7 premises, please allow our guard-on-duty to check your body temperature. Anybody found with body temperature of 37.6°C will not be allowed to enter.
6. Fill-out the visitors' logbook completely and legibly making sure that all relevant contact details are provided.
7. Please follow the specified traffic flow.
8. Physical distancing will be observed. Maintain at least 1.5 m distance from anyone near you.
9. Follow the enhanced sanitation and proper hygiene. Faucet with soap, disinfectant and footbath are provided at the entrance of the laboratory.
10. Kindly submit your samples with secondary packaging. These will be subjected to disinfection before acceptance.
11. For calibration services, instruments to be submitted will be disinfected before entering the laboratory. On-site calibration services are temporarily suspended until further notice due to COVID19.
12. For tanker calibration, schedule of calibration can be made by submitting a letter of request or e-mailed at dost7rstl@gmail.com. RSTL will inform company of their schedule through e-mail.
13. Trucks scheduled for calibration must be sanitized before entering the RSTL. DOST7 guard will disinfect the trucks before entering the calibration driveway. Drivers are advised to stay at their truck or tanker calibration area while calibration is on-going.
14. To minimize face to face transaction time, it is encouraged to fill-up the Request Form before entering the receiving/releasing area located before the entrance.
15. To prevent overcrowding and to ensure physical distancing is being enforced, only one (1) representative per company will be allowed to enter the laboratory.
16. RSTL can only serve two (2) customers at a time. Other customers will be queued near the entrance of the laboratory.
17. To avoid delays in the releasing of reports and calibration items, customers are requested to call (32) 254-7051 or (32) 414-7098 before proceeding to the laboratory (RSTL).