APPENDIX 4

Chain of Custody Collection Process

- Call made direct to Collection Agency's 0800 duty officer phone number.
  If busy, leave a message, they will get back to you very quickly. They will take details of person calling, code number if necessary for a pre-arranged account, or credit card for unarranged account. They will take your contact number (preferably a mobile number). They will confirm an address for the collection and then confirm the collector's name and anticipated arrival time.

- The collector will arrive and make contact with person who made the call out, please make sure access is authorised to the site.

- The collector will examine the interview room and nearby toilet cubicle for a dynamic risk assessment and to make sure that the toilet cubicle is free of any chemicals and fluids, then water sources will be security tape sealed, standing water in pan and cistern will be colour dyed.

- The collector will ask to see photo ID of client and fill in paperwork recording any medicines or substances taken in the last week.

- The collector will ask client to remove any outer clothing, wets, safety gear, coats and jackets and ask the client to empty pockets.

- The client will then be asked to clean hands thoroughly to remove any innocent chemicals on their skin (or any other substances applied)

- The collector will follow client to the cubicle, unseal and hand over a urine cup. The collector will not be in the cubicle with the client.

- The client will urinate into the cup and pass it out to the collector, which is examined visually and smelt to see it is urine and temperature measured to see it has come straight from the body, it may be adulterant checked.

- In the interview room, the urine sample will be decanted equally by the collector into two sealed containers, Sample A and Sample B.

- These will be barcoded and sealed in the presence of the client.

- The inner water tight packaging will be sealed and paperwork added before the outer packing is sealed for the post.

- The client is then allowed to leave with a copy of the paperwork if requested.

- The collector takes BOTH samples, A and B, which are posted to the accredited laboratory.

Process at laboratory

- The following day, the laboratory will log in the package, check for integrity of the seals and the correct completion of the paperwork.

- The laboratory will refrigerate Sample B and only work on Sample A.

- Pre-screen for adulterants from the body or added at point of collection, concentration of certain markers are checked to look for watering down by excessive fluid consumption or dilution at point of collection.

- Laboratory analysis is performed by two methods (GC-MS or LC-MS) Results are seen for not just the raw drug but the bodies metabolised form of the drug, hence showing the consumption of that drug.

- Result is reported against levels, either industry norms, or if the company so wishes, its own levels.

- Any questions from the laboratory can be directed back to the company and the client, or referred to an independent Medical Review Officer (MRO) who can talk to the clients own Doctor. This is in cases of certain prescribed medications and assessment of therapeutic levels.

- MRO’s result is final.

- Results go back to an agreed confidential management point or via Dtec for explanation.

- Client is continued to be recorded as negative and brought back to duty, or recorded as positive and attends a suitable disciplinary hearing.

- If the client wants to contest the result, they can choose another workplace accredited laboratory and ask the company to request Sample B’s direct shipment to that second laboratory. The second laboratory results override the first. After a period of time, the B sample will be destroyed. It is advised that all costs of this second assessment are borne by the client directly, then possibly refunded if negative, to prevent unnecessary re analysis.