

Operational changes due to COVID-19



Due to the current situation of COVID-19, we have some minor changes in our operation.

- **Lab testing services as usual from 07 Apr to 04 May 2020**

Lab testing is an essential service exempted from suspension. All testing services are available during this period.

- **Mandatory non-contact sample delivery**

We have prepared an area for sample submission without contact.

Note: Refer to Appendix A for detail of sample submission without contact.

- **Additional 2 working days of lead time**

This applies to all testing services.

- **Work from home arrangement**

We will be working from home as much as possible.

- **No face-to-face meetings**

We will be communicating by email, phone call, or WhatsApp only.

If you have any questions, please email to info@otm.sg or call us at +65 6908 0126.

You may also WhatsApp us at +65 8838 1374.

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Appendix A – Sample submission without contact

Step 1: Enter our office through the main door (the door is always unlocked).



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Step 2: Place your sample on the cabinet and inform us about this. If your sample is too large or heavy, you may put it on the floor in front of the cabinet. Our office is equipped with CCTV and it is safe to put your sample on the cabinet or floor. We will collect your sample shortly and acknowledge the receipt of your sample by email.



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