

# **Service Level Agreement for the Protein Production Facility School of Biological and Chemical Sciences Queen Mary University of London**

## **Contact**

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## **Academic member of staff responsible for oversight**

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## **Definition of service**

The protein production facility offers an extensive range of services and expertise in DNA preparation, recombinant protein production in *E. coli* and protein purification. The facility aims to supply protein of a purity and quantity that is most suitable for your needs.

The facility will provide training and technical support for equipment related to DNA expression, protein production and purification. People wishing to use the FPLC and not the facility directly may do so, providing they obtain sufficient training by the facility and book the machine at [protein.facility@googlemail.com](mailto:protein.facility@googlemail.com).

## **Service provided**

Where possible, the facility shall provide protein of a volume, concentration and purity that you require or generate the genetic construct that you order. However, preparation of proteins and genes can sometimes be more challenging than anticipated. In such a situation, you will be contacted and a range of options discussed regarding how to proceed. The cost of work completed by the facility is tailored to each individual, depending on a number of circumstances, such as ease of task. All prices are subject to continual review.

## **User responsibilities**

It is the user's responsibility to provide as much information regarding the protein or gene of interest. It is also essential that you are open with the final use of the protein so that the most suitable advice can be given.

The user is responsible for furnishing details of any hazards associated with the preparation in line with COSHH regulations. Furthermore, the user is requested to complete a risk assessment associated with your experiment.

## **Confidentiality**

Communications concerning the identity of the genes and or proteins to be prepared will be kept confidential and not revealed to any third party. We shall sign appropriate confidentiality agreements with commercial users.

## **Publication and acknowledgements**

Where the protein facility has made a contribution to the work, one that is worthy of authorship, the service provider will be a co-author on resultant publications. In all other cases the service should be acknowledged as follows: "We acknowledge use of Queen Mary University of London, School of Biological and Chemical Sciences Protein Production Facility."

## **Problem management**

The user may approach Prof RW Pickersgill in the case of any concern or for resolution of any difficulty.