

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

Contact

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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 equipment and not the facility directly may do so, providing they obtain sufficient training by the facility.

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 and BioCOSHH 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 Dr Petra Ungerer or Prof Conrad Mullineaux in the case of any concern or for resolution of any difficulty.