**Contents of Policy**

|  |  |
| --- | --- |
| 1. Purpose and Scope of the policy
 | 2 |
| 1. Disaster recovery instruction
 | 2 |
| 1. The expectations of the BioEscalator Staff & MTS Cryo Stores in the event of a Disaster
 | 3 |
| 1. The expectations of the BioEscalator Staff & MTS Cryo Stores in the event of a Disaster
 | 4 |

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| --- | --- |
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**Purpose**

The purpose of this SOP is to describe and explain what to do in a disaster/emergency situation where there is power failure, flood or fire.

**Scope of policy**

This SOP aims to instruct the user how to assess the equipment in a disaster and the expectation of BioEscalator and MTS Cryo stores. Equipment should only be handled by trained personnel. Appropriate PPE should always be worn when handling -80°C freezer and Cryogenic storage tank.

**Background**

MTS Cryo Stores UK Ltd is a secure offsite bio repository facility based in Nottingham. We are conveniently located near the M1 motorway and are able to provide our services to anywhere in the UK.

The facility has been designed to house up to 125 large capacity ultra-low temperature refrigeration freezers and a number of cryo liquid nitrogen vessels. The facility has complete liquid carbon dioxide and LN2 backup facilities to cover for individual equipment failure along with constantly running backup freezers and standby units. For complete power, failure there is a permanent diesel generator back-up supply. We have an in house team of Ultra Low Temperature Refrigeration engineers to deal with any emergencies that may arise.

MTS have recognised the need for Disaster Recovery Plans in the unfortunate situation of you potentially losing your biological samples. This can now be accommodated as part of the client's contingency plan. MTS have created a special service called “**Sample Storage Disaster Recovery Standby Contract**” with emergency couriers who can be on site between 4-6 hours from call-out with the right packaging and sufficient dry ice to pack all samples and ship to the MTS facility, where they will be stored safely.

Alternatively they can arrange for the transport of your freezers/fridges or liquid nitrogen tanks containing your samples to our facility using our trucks. Fitted out with on board electricity, your equipment will maintain its temperature throughout the duration of the journey ensuring sample integrity is maintained.

MTS Cryo Stores is registered with the H&SE as a storage facility for up to GM or ACDP Category 2 samples and HTA approved. Provides an audit trail to meet GMP, GXP, GLP and HTA guidelines.

**Disaster Recovery Instruction**

Please follow the steps below so MTS Cryo Stores can handle your disaster more efficiently.

Do not open the freezer door to check samples as this will increase the freezer warm up time.

1.Has the freezer been switched off at the mains power socket?

2. Has the freezer plug been accidently pulled out?

3. Has the freezer door been left open for a long period of time?

4. Is the air conditioning working and at the correct temperature?

5. Has the fuse blown in the plug to the freezer?

6. Has there been a power cut to the site/facility?

7. Check the fuse box to ensure the freezer has not tripped the switch

Once you have checked that the freezer failure is none of the above then call MTS Cryo Stores on: **0115 9753 743** (which is monitored 24/7) where you will be diverted to the on call engineer.

**The expectations of the BioEscalator Staff & MTS Cryo Stores in the event of a Disaster**

**What is expected of the BioEscalator staff:**

1. Contact the office number 24/7 on **01159 753 743** (Outside of normal office hours, you will be put through to the Engineer on call).

**2.** State your **name**, **company** (as presented on your technical agreement) and **contact information**, preferably a number you can be easily and quickly accessed on.

**3.** State the nature of the disaster and the current state of the freezers. ➢ If you are expecting or in suspicion of an event that is due to trigger, then do not hesitate to call the office.

**4. Do as instructed by the Engineer/s if relevant.**

**5.** Await for the Engineer to arrive on sight.

**6.** Prepared to have spare staff on hand to assist the Engineer/s for fast and efficient movement/transfer of the freezers/material.

* This is important as it reduces the risk of defrosting and being at critical temperatures.

**7.** Once the freezers/material have been collected/transferred, you will be expected to resolve the cause of the disaster or find out when it will be resolved.

**8.** Once the disaster has been resolved, a date will need to be confirmed for the return of Freezer/Material.

* If samples are needing to be transferred back into their original freezers, staff will need to be on hand for a fast transfer to prefect defrosting samples.

 **DO NOT OPEN THE FREEZER DOOR TO CHECK ON THE SAMPLES AS THIS WILL WARM YOUR FREEZER UP QUICKER AND WILL THAW YOUR SAMPLES OUT FASTER**

**What is expected of MTS cryo Stores:**

1. Retrieve Client information and Disaster details.

**2.** Contact Engineers to set the Disaster Recovery in motion.

**3.** Retrieve Client file and inform the Engineers of the quantity of freezers, the accessibility and instruct the plan of action designed for the client with prior agreements.

**4.** The Engineers will return to MTS and collect relevant equipment and vehicles.

**5.** The Engineers will begin to make their way down to you within approximately 6 hours since the client triggering the event, depending on if they need to come back to MTS Site or not.

**6.** Once on site, they will assess the situation and act accordance with the action plan as previously discussed.

* Several trips may occur depending on the quantity of freezers.
* Freezers may not need moving and will just need a power source from our generators.

**7.** Freezers will be transferred back to MTS, put on the main buildings power and alarm system, and monitored for the rest of the storage period.

* If samples have been removed from the Client, then they will be stored in dedicated MTS freezers.

**8.** Once the disaster is resolved, the Freezers/Samples will be returned to the Client within office hours.