

# BioEscalator Deliveries Policy

V.1 Jan 2021



## Guidance on taking delivery of goods

A clear process is required to ensure that all goods procured by the University, or the Tenant are accounted for and can be traced. This guide has been created to manage deliveries quickly, safely and effectively. The most common issues surrounding deliveries are over/under deliveries, damaged and incorrect goods. However, a few things can be done to reduce risk and liability.

## Delivery Address

When placing an order, please make sure to use the correct delivery address, which is:

### Company Name

BioEscalator Innovation Building

University of Oxford

Old Road Campus

Roosevelt Drive

Headington

OX3 7FZ

## Large or White Goods Delivery

1. Large or white goods delivery is the tenant's responsibility, not the BioEscalator.
2. If you are to receive large (i.e., large equipment, furniture etc.) or white goods, ensure you are clear about exactly when they will be delivered and arrange for appropriate staff and facilities to be in place. Ideally, such goods will be covered by a contract with appropriate special terms and conditions.
3. If purchasing large items, check that there is adequate space for the item and access for the delivery. When placing an order, please make sure the delivery is to 'Point of Use' (i.e., Laboratory or office); otherwise, you are responsible for the delivery to the point of use.
4. It is essential to give clear instructions when placing the order that the delivery location is in front of the Innovation building at the loading bay (please make sure the driver does not park his vehicle on the opposite side (on the footpath) in front of the Old Road Campus Research Building, i.e., Green Building). If you are unsure where the loading bay is located, please ask the BioEscalator Lab manager.
5. The supplier is responsible for any damage to the property when delivering large or white goods; please make sure the supplier knows this and makes provisions when delivering such goods. In addition, the tenant must record any damages incurred by the delivery personnel.
6. It is essential to inform the BioEscalator lab manager of the delivery date/time. Also, the responsible person (tenant) must be present for the delivery unless there is a prior agreement with the BioEscalator lab manager (who will supervise the delivery on behalf of the tenant to the point of use).
7. If a delivery arrives not on the expected delivery date/time, then the reception will ring the tenant to inform them. If there is no answer from the tenant, the BioEscalator lab manager or BioEscalator lab technician will supervise the delivery to the point of use instead of declining the delivery.

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8. Please give your contact number as they may need to call you on the day of delivery.
9. If you need to use the goods lift, please collect the key (lift calling key) from the BioEscalator Lab Manager or Lab Technician.
10. The large packaging and wooden pallets are the tenant's responsibility. Usually, the supplier you have bought the goods from will arrange for them to be collected from the point of use at a later date or same day if it is part of the contractual agreement. This must be stated when ordering the goods.

**Note:** Point-of-use service gives the tenant peace of mind that their equipment will arrive on an air suspension lorry equipped with a tail lift and be fully unpacked and sited to point of use using the correct handling and lifting equipment and techniques. Also, all packaging will be removed and recycled.

## Commissioning and Installation

If the goods or equipment you wish to purchase require either commissioning and/or Installation, a clear, timed schedule should be agreed upon with the supplier before a purchase order is sent and certainly issued to the supplier with the order itself. This schedule will form part of the contractual relationship with your supplier and ensure that your entire requirement is fulfilled.

## Courier Deliveries

1. Deliveries are accepted and signed for via goods-in (distribution centre).
2. The goods-in (distribution centre) is open Monday to Friday, 8.30 am until 4 pm.
3. The facilities management support staff will deliver the goods at 11 am and 3 pm Monday to Friday to the tenants (i.e., individual companies).
4. If the tenant is not available to sign for their goods, then the available tenants/licensees can sign for the goods on their behalf as long as there is a prior agreement between the companies.
5. If the tenant does not agree to co-sign, the goods will return to the goods-in (distribution centre), and they will re-deliver the goods on the following day. Any laboratory items requiring refrigeration will be stored accordingly (i.e., 20°C, -80°C or 4°C) goods-in (distribution centre).
6. For any goods delivered after 3 pm, the facilities management support staff will email the tenants to inform them of their delivery. If they wish to collect from the goods-in (distribution centre), they can do this; if not, the facilities management support staff will deliver it the following day.
7. The packaging **MUST BE** flat packed and placed in the bin labelled 'paper/cardboard', which is located in the corridor of each floor (levels 0 and 1) or can be placed in the large recycling green wheelie bin (770 Litres) provided by Select located in the general waste room in the car park. **DO NOT** place confidential waste.

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## Personal deliveries

Personal items can be delivered to the place of work. This will be treated the same as courier deliveries (as above).

## Record keeping

The facilities management support team will keep a log of all the deliveries for the BioEscalator, including the tenants. This record will have details of the person signing for the goods, date & time of delivery.