

## CRYOBANK FAQs

### **How do I know that the integrity of my samples is being maintained at all times?**

Samples can be shipped to and from the BOC Cryobank using our fully validated dry shipper units with integral datalogging, via our dedicated courier company (alternatively the customer may choose to use their own courier and shipping method).

Samples are stored in vapour phase DryStore freezers, of which temperature and liquid nitrogen levels are monitored on a minute by minute basis, 24/7. All freezers are linked to an alarm system which is monitored off-site 24 hours/ day with engineering capability, where necessary, being available on site within 1 hour of an alarm being raised.

### **Can I access the data relating to the storage conditions of my samples?**

Yes, the temperature monitoring software can be accessed through a web based programme (Cryoweb), of which you will be provided with a customer specific user name and password. Freezer running conditions are recorded on a minute by minute basis and historic data can be retrieved as required on a 24/7 basis.

### **Do you offer off-site storage other than at Ultra-Low temperature (e.g - 80°C/ - 20°C)?**

No, due to the nature of our business, and BOC's position in being the world's number one gas supplier, we have dedicated our expertise and knowledge into providing a state of the art facility solely using liquid nitrogen storage.

### **What happens in the event of a power outage?**

All systems pertaining to the maintenance of sample integrity and security, as well as the safety of personnel working within the facility, have fully integral, uninterruptable power supply (ups), back-up in place.

### **Why should I store my samples at the BOC Cryobank?**

The BOC Cryobank is in a unique position in that it is housed on a BOC site with an Air Separation Unit.

Our Unique Selling Point is that we produce liquid nitrogen on site on a daily basis, we have a fleet of vehicles able to deliver liquid nitrogen to the facility without leaving the site and our own Delivery Planning Centre monitoring the volume of liquid within the bulk storage tank on a 24/7 basis. The BOC Cryobank is guaranteed a supply of critical liquid nitrogen no matter what challenges the outside world is facing.

### **How much does it cost to store my samples at the BOC Cryobank?**

The BOC Cryobank provides cryogenic storage options to meet the customer's demand. From the rental of 1 tower within a DryStore freezer (which holds 13 x standard 2ml Cryovial boxes) to the use of dedicated DryStore 23 freezers (each holding ~ 23,000 x 2 ml Cryovials).

Prices are available on demand, please contact [cryobank@boc.com](mailto:cryobank@boc.com)  
It should be noted that discounts apply for bulk storage options.

### **What is the notice period that I must give prior to accessing or sending samples to The BOC Cryobank?**

The minimum permitted notice period is 24 hrs, however the more notice the customer can give the better as the Dry Shipper units get booked in advance for future consignments.

### **Who can access my stored samples?**

Only specifically named authorised individuals, as stipulated on the framework agreement, can access stored samples. Customers can request to undertake a physical audit on their own stored material (at an additional cost) if necessary.

### Who regulates the BOC Cryobank?

The BOC Cryobank is licenced (Licence Number 12567) by the Human Tissue Authority for the:-

- storage and distribution of human tissues and cells for human application under the Human Tissue (Quality and Safety for Human Application) Regulations 2007; and
- storage of relevant material which has come from a human body for use for a scheduled purpose

The BOC Cryobank also operates under an LRQA accredited Quality Management System.