	<p>Information For clinics</p>	<p>'Muirden' 1 Drummond Street DUNDEE DD3 6LL</p>
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Information for clinics.

We offer a **Hand Carry Service**.

This means that samples will be with our courier throughout the entire transport. Usually this is a lone courier, sometimes two may travel together. We don't sub-contract at any point and our couriers are all rigorously trained and regularly competence checked.

We **do not** transport samples from different patients together in the same vessel, unless at the request of a clinic when the originating and receiving centres are the same.

We use TinyTag™ dataloggers on our vessels to constantly record the temperature of any samples being moved.

We have a 100% success rate.

We liaise with patients and both clinics on their behalf and ensure that all paperwork has been completed before booking a move.

In the phase of preparing for transport, we update patients at every point of the process. (i.e. when a clinic replies to one of our emails, we let our clients know of their response.)

We find this frequent communication helps reduce client stress and anxiety.

We strive for a safe, hassle-free service for both our patients and clinics.

We transport samples in CX100 dry shippers; we validate our shippers every six months, and they can hold their temperature for more than two weeks if unopened. We also perform 24-hour evaporation-rate tests when they return to base.

For travel, the shipper is placed in an aluminium flight case.

For journeys by car, this case is loaded into our custom transport frame which holds it securely in our vehicle. It is held in an upright position.


Wherever possible we use electric vehicles running on renewably generated electricity to reduce the carbon footprint of the transfer.

For international flights we have preferred airlines and have a system in place to ensure that the shipper is not out of sight of the courier. It always remains upright and is not irradiated at airport security.

Whatever the mode of transport, once the samples have been delivered, we text the clients on a number they have provided to report that the transport is complete.

We have a quality management system, and we constantly strive to improve our service to both clients and clinics. We can provide you evidence of this if you wish. We have a template for a TPA which we have written specifically for this purpose, and are happy to discuss additions and or modifications with you.

<p>M06 Version number: 01</p>	<p>Final Approval Bob Muir Transport Director</p>	<p>Authored Ellen Drew Quality Manager</p>	<p>Page 1 of 2</p>
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<https://www.gov.uk/get-information-about-a-company>

<https://uk.trustpilot.com/>