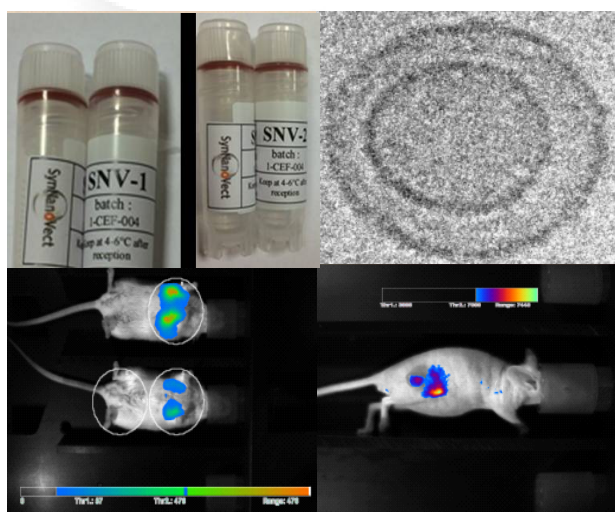


# “Production of synthetic carriers and vectorisation of biomolecules” core facility



## Customer Charters



## 1- Presentation of “SynNanoVect” core facility

SynNanoVect, the “Production of synthetic carriers and vectorisation of biomolecules” core facility offers a wide range of synthetic and efficient molecules for *in vitro* and *in vivo* applications. These compounds can deliver nucleic acid constructs as well as therapeutic agents. SynNanoVect also provides a full physical and chemical characterisation of nanocomplexes, an *in vivo* fluorescent and luminescent imaging system, a pre-clinical assessment protocol and an electroporation device.

This platform is located at 4 technical sites in Brest and Rennes:

The “Production and characterisation of synthetic carriers” activities are developed within the 2 following teams:

- the Rennes team “Chimie Organique et Supramoléculaire” – UMR CNRS 6226
- the Brest team “Chimie, Electrochimie Moléculaire et Chimie Analytique” – UMR CNRS 6521

The “Transfection evaluation, toxicity impact and electroporation” activities are developed within the 2 following teams:

- the Rennes team “Foie, Métabolisme et Cancer” – NuMeCan Inserm U 1241 (ex- UMR INSERM 991)
- the Brest team “Génétique, Génomique Fonctionnelle et Biotechnologies” – UMR INSERM 1078

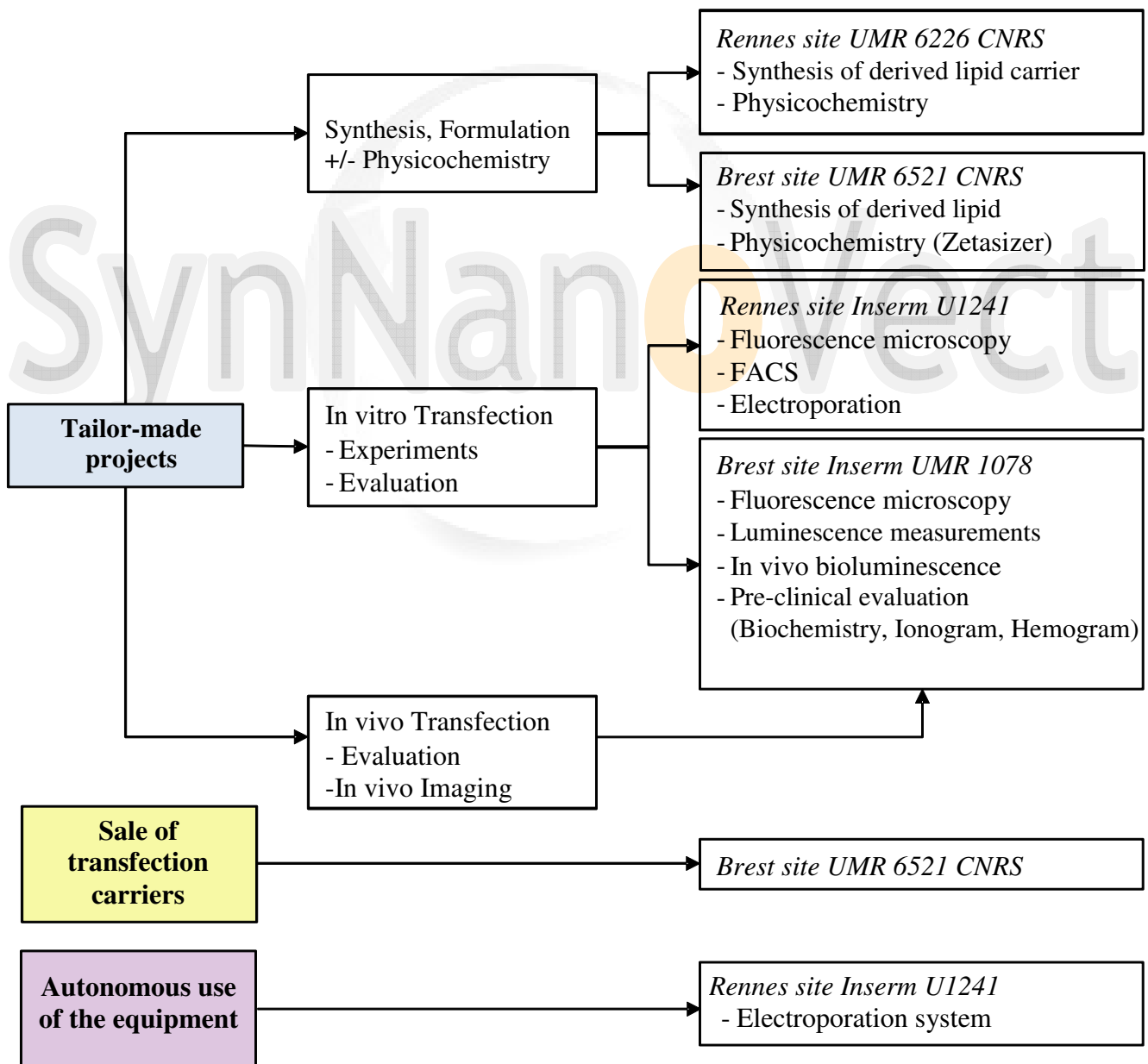
<b>Site Internet plateforme : <a href="http://www.univ-brest.fr/synnanovect">www.univ-brest.fr/synnanovect</a></b> <b>Contact : <a href="mailto:synnanovect@univ-brest.fr">synnanovect@univ-brest.fr</a></b>
Platform Supervisor : Pr Tristan MONTIER Platform Quality manager : Dr Véronique LAURENT
<b>Production and characterisation of synthetic carriers and formulations</b>
<b>Rennes site UMR CNRS 6226 « Chimie Organique et Supramoléculaire »</b>
Scientific leader : Pr Thierry BENVENU ( <a href="mailto:thierry.benvegnu@ensc-rennes.fr">thierry.benvegnu@ensc-rennes.fr</a> ) Quality contact : Jean-Paul GUEGAN ( <a href="mailto:jean-paul.guegan@ensc-rennes.fr">jean-paul.guegan@ensc-rennes.fr</a> )
<b>Brest site UMR CNRS 6521 « Chimie, Electrochimie Moléculaires et Chimie Analytique »</b>
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<b>Transfection efficiency, cytotoxic impact and electroporation</b>
<b>Rennes site Institut NuMecan Inserm U1241 « Nutrition, Métabolismes et Cancer »</b>
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<b>Brest site Inserm UMR 1078 « Génétique, Génomique Fonctionnelle et Biotechnologies »</b>
Scientific leader : Pr Tristan MONTIER ( <a href="mailto:tristan.montier@univ-brest.fr">tristan.montier@univ-brest.fr</a> ) Quality contact : Yann SIBIRIL ( <a href="mailto:yann.sibiril@univ-brest.fr">yann.sibiril@univ-brest.fr</a> )

## 2- Range of services

The platform offers:

- Tailor-made projects requiring:
  - ✓ Synthesis, formulation, physical and chemical characterisation formulation,
  - ✓ Vectorisation studies and *in vitro/in vivo* transfection
  - ✓ Pre-clinical tolerance evaluation
  - ✓ *In vivo* imaging (bioluminescence for efficacy and fluorescence for biodistribution)
  - ✓ Electroporation
- Sale of transfection carriers
- Autonomous use of the equipment (after training and under the supervision of the local technical support)

The flow chart below summarises the offers for each site :



For each site, the services and the different conditions are available on the web site (<http://www.univ-brest.fr/synnanovect>)

When subcontracting is required, the platform checks the subcontractors' commitment to respect the guidelines (Animal House DDPP, CEFEA).

Condition

### **3 - Contractual conditions for an access to the platform services and equipment**

Anyone who does not respect the commitments of the present charter, or the running protocols, or any safety or hygiene rules commonly used in the different institutes or universities, can be excluded by the site Technical Manager.

#### ***How to get an access to the equipment?***

The offer of getting access to the equipment includes an initial and systematic training course as well as a technical support by the staff on each site.

The initial training course is systematically organised for each untrained person. Once trained, people can use the equipment, respecting the equipment guidelines and the booked time slot, previously validated by the technical manager.

In the event of a major priority, the staff on each site can modify the booked time slot. In this case, the customers are informed as soon as possible.

#### ***Equipment operating instructions***

For each piece of equipment, the operating instructions are available on demand from the technical manager. Depending on the equipment, a reference document summarising the procedure is available close to the equipment to remind the proper functioning.

#### ***Equipment dysfunction***

When a failure occurs on the equipment, you are required to:

- Inform the platform staff
- Notify the event on the document tracing the dysfunctions

#### ***Hygiene and Safety***

The laboratory usual and common good practices are still in force within the platform. The staff on each site is available for any information about the specific instructions.

Advice services related to the toxic effects of the main chemical products are available on demand.

### **4- Purchase of products and/or formulations**

These products are dedicated for research purposes only.

The use of the product and/or formulation is under the customer's responsibility. The platform cannot be held responsible for the consequences of an inappropriate use.

### **5- Valorisation**

For each project, the designation of the technical support from the platform must be recognized and clearly mentioned on every publication or communication resulting from the use of products and results obtained by the platform and must be indicated as followed: « We are most grateful to Biogenouest® SynNanoVect platform (Synthetic NanoVectors) for its technical support ([www.univ-brest.fr/synnanovect](http://www.univ-brest.fr/synnanovect))».

These publications will be sent to the platform project manager.

The customers of the platform agree to inform the platform of any publication, oral or written communication resulting from the works performed with its technical support and to send as soon as possible the completed forms and full references.

### **6- Confidentiality rules and data storage**

The platform agrees not to publish or reveal, in any manner, the scientific or technical information belonging to the customer without the customer's approval -information which may come to the platform staff's attention during the project development process.

The platform guarantees the storage of the raw data for up to five years.

During the project, each customer agrees neither to publish nor reveal, in any manner, the scientific or technical information belonging to a third party -information which may come to his/her attention.

## **7- Invoicing**

The invoice is issued from the cost estimate (+/-purchase order, +/- service contract). In case of long-term projects, the platform reserves the right to issue a progress invoice.

## **8- Satisfaction**

The platform implements continuous improvement actions in order to increase the customer satisfaction.

In particular, the platform sends customer satisfaction surveys to obtain opinions on the services performed. The customers are consequently invited to fill out the surveys and to participate to the platform enhancement. If a customer is not satisfied, he/she can notify the platform site manager by mail or e-mail explaining the reason of his/her disappointment. A written response will be sent to the customer within 15 days thereafter and a dialogue will be established to find a solution.

Pr. Tristan MONTIER  
SynNanoVect platform Manager

