

Code of Practice

Confidentiality

AeroMedevac International Couriers (AeroMedevac) are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past clients, both in terms of normal commercial confidentiality, and the protection of all personal information received in the course of providing medical transportation services. We extend the same standards to all our customers, suppliers and associates.

Ethics

AeroMedevac conducts its services against agreed standards supported by bespoke systems, processes and procedures taking appropriate account of ethical considerations, together with the protection and enhancement of the moral position of our clients and suppliers.

Duty of Care

Once human tissue is in AeroMedevac or its appointed agents care they are deemed to be in transit and are conveyed to the receiving facility in the most timely manner available to us and in accordance with the service level/method stipulated. We ensure the Shipper is correctly labeled, that we comply with Airport Security requirements and receive written authorisation in advance so that appropriate vetting of human tissue cargo is undertaken. Written authorisation from the Airline is always obtained in advance in writing.

Equipment validation

All dry shipper canisters that are owned by AeroMedevac and made available for the movement of gametes/embryos are validated at 6 month intervals. They are taken out of circulation, primed with nitrogen coolant to saturation then emptied of excess nitrogen and temperature hold time is monitored. Dry shippers are taken out of circulation if minimum hold times are not met.

Conflict of interest

Our services are relevant to a bespoke market segment. We do not discriminate on costing and service levels between clients rather we tailor our services to their specific requirements. Our core services are uniform for all clients and as such one client will not be able to utilise our service as a means of competitive advantage over others in their sector.

Contracts

Our Contract with you will usually be in the form of a Service Level Agreement supported by a Standard Operating Procedure. The SoP records detailed Client requirements specifying how these will be met on a consistent and continuous basis supported by excellent communication and updates to the Client.