WELCOME TO THE CBMSO

The purpose of this manual is to make starting your new job at the CBMSO easier and fully satisfactory for all parties. Our aim is to ensure your induction period is swift, effective and above all, SAFE, both for you and for EVERYONE.

Statistically, the most frequent and severe accidents occur in the first year of an employment relationship and the risk can be drastically reduced by means of implementing powerful prevention tools such as an “Induction Plan” (following the guidelines and procedures established by the Health and Safety Services), as part of which we have prepared this manual.

Please accept our warmest welcome!
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The Severo Ochoa Molecular Biology Centre (Centro de Biología Molecular Severo Ochoa - CBMSO) is a mixed public research centre belonging to two institutions: the Spanish National Research Council (Agencia Estatal Consejo Superior de Investigaciones Científicas - AE-CSIC or CSIC) and the Autonomous University of Madrid (Universidad Autónoma de Madrid - UAM). It was founded in 1975 as a result of the collaboration between scientists of the CSIC and scientists of the UAM under the initiative of professor and Nobel prize winner, Severo Ochoa, who joined the Centre and worked here until he passed away in 1993. In addition to its parent public institutions, the CBMSO has the backing of the Severo Ochoa Foundation, which is a private institution designed to promote research in the field of molecular biology.

**Structure**

At present, the CBMSO comprises more than 70 research groups across 5 departments: Cell Biology and Immunology, Virology and Microbiology, Development and Differentiation, Molecular Neurobiology, Genome Function and Dynamics. It also has a number of its own scientific, technical and administrative services, along with a department of culture and scientific dissemination. Details regarding their location, staff, service offer, etc., can be found on the Centre’s web page and at present are:

- **Scientific Services:**
  - Animal Facility
  - Bioinformatics
  - Flow Cytometry
  - Fermentation
  - Genomics and Massive Sequencing
  - Electron Microscopy
  - Optical and Confocal Microscopy
  - Proteomics
  - Transgenesis (with the CNB) and Drosophila Transgenesis
• **Technical Services:**
  - Library
  - Cultures, washing and sterilisation
  - Graphic design and photography
  - Computing
  - Instrumentation
  - Maintenance
  - Biological Safety and Radiation Protection
  - Workplace Health and Safety

• **Administrative and Management Services:**
  - Administration
  - Staff management
  - Purchasing and stockroom
  - Institutional relations
  - General services

In all, approximately 700 people work at the CBMSO including CSIC scientists, scientists and professors of the UAM, hired pre- and post-doctoral researchers, technical personnel and administrative and service staff.

**Organisation**
The CBMSO is currently organised on the basis of a collaboration agreement between the CSIC and the UAM. The layout of our organic structure is available on the Centre’s web page.

**Location**
Since 2007 the CBMSO has its own building, situated on C/ Nicolás Cabrera, 1, of the UAM’s Cantoblanco campus. The building has a surface area of 17,500 m² located at: [http://goo.gl/PsO4Qr](http://goo.gl/PsO4Qr)
2. JOINING THE CBMSO

When you join the Centre, you will need to complete the following PROCEDURES with the Staff Management Service (office no. 071, ground floor):

- register your personal details with the Centre’s database
- receive an ID card for access to the Centre and to specific zones with appropriate authorisation (e.g. the Animal Facility, Cultures, etc.) subject always to presentation of the signed copy of your commitment to comply with the rules, contained in the “Welcome Procedure”.

USEFUL INFORMATION:

- The Administrative Service (office no. 076, ground floor) handles procedures related to work travel and financial matters.
- The Purchasing Service (office no. 077, ground floor) processes orders for supplies, although the CBMSO also has a stockroom on floor -1 where products commonly used in the laboratories and services are available (request catalogue).
- Personnel associated to the CSIC (civil servants and employees) can use the CSIC Intranet to carry out various procedures (payslip enquiries if paid by the CSIC, applications for holiday and leave, along with institutional information and details of various areas with extensive information on risk prevention in the workplace also). You can login through the links available on the CSIC or CBMSO web pages, by registering through “My first login to the Intranet” and filling out the login form.
- The UAM Intranet also provides access to various services for staff hired by the UAM (payslips, email, VPN, etc.,) and you can register via the Centro de Atención a Usuarios (CAU) (User Help Line) in the Escuela Politécnica-UAM Building close to the CBMSO.
The CBMSO also has its own intranet with access to documents that are mandatory for you to be familiar with, regularly-used forms and information for access to specific resources.

3. WORKPLACE HEALTH AND SAFETY

BASIC CONCEPTS:

- Health and Safety or Risk Prevention is a legal obligation.

- It is everyone’s responsibility to create a safe and healthy working environment in line with our level of decision-making capability.

- The basic principle of Risk Prevention is to eliminate the risk. If this is not possible, to evaluate the risk (Risk Evaluation \(\Rightarrow\) Prioritise and Plan the Preventive Activity-Effective Management) and establish the protective measures: collective measures always come first (ventilation/forced extraction; work behind glass; gas detectors; ambient dosimetry, etc.,) and in the last instance, Personal Protective Equipment (PPE) are used in addition, always in good condition (CORRECTLY MAINTAINED AND WITH CONTROLLED USAGE – especially important for respiratory protections).

- We need to integrate Risk Prevention into every area of our activity and our lives: prevention is better than cure... health comes first... nobody else can do it for you ...

- By definition, risk prevention must be a proactive affair: report and/or take immediate measures following the slightest accident/incident to prevent it from occurring again with worse consequences.

- To ensure effective health protection there are specific medical check-ups, the regularity of which will depend on your particular area of activity.
• It is essential to **report any particular SENSITIVITY** (e.g. allergies, physical or mental disabilities, pregnancy, breastfeeding, etc.,) so that the job can be adapted either provisionally or definitively and it can be taken into consideration for all purposes.

• It is important to **detect, report and prohibit** situations of risk, even if they are not directly associated to our work. (E.g. NOBODY can enter a lift with a Dewar full of liquid nitrogen, as less than 1 l can cause death by suffocation in just a few minutes)

• It is highly recommended that new arrivals are assigned a “**senior tutor**”, in the form of the best suited person.

• Many accidents can be avoided simply by maintaining **minimum levels of GOOD HOUSEKEEPING (ORDER AND CLEANLINESS)** - classifying what is useful and discarding the unnecessary

• Pay special attention when working with **Visual Display Units** (VDUs): adequate posture, minimum external light source of 500 lux, etc.

• Many muscular and skeletal disorders can be prevented by learning and applying basic concepts concerning the **Manual Handling of Loads**.
**ALSO IF YOU WILL BE WORKING IN THE LABORATORY:**

- To avoid taking home with you all the toxic and infectious agents you know are present in the CBMSO: **ALWAYS BUTTON UP YOUR LAB COAT.**

- To avoid developing sensitivities/allergies (as well as the spread of contamination), **change gloves and wash your hands with neutral soap frequently:** glove permeability is selective and limited!

- Use **safety goggles,** routinely.

- Do not wear open-toed or open-heeled shoes, or make-up, or loose hair.

- **Label all substances,** adding pictograms of the hazard.

- **NEVER take your lab coat, gloves, samples, etc., into common areas considered to be “clean zones”**.

**IN CASE OF ACCIDENT: FIRST AID AND MEDICAL ASSISTANCE**

Depending on the seriousness, we recommend you call more or less simultaneously: **112,** no. **5** (CBM 24-hour Safety and Emergencies) and **606 91 1000** (UAM Campus 24-hour Safety and Emergencies), which can guide an ambulance or the fire brigade onto campus.

You must report the following information clearly and precisely: **what, where** and **how** the accident happened and **NEVER be the first to hang up.**
If the accident is not serious or an immediate intervention could be decisive:

- use the first aid room (062) situated on the ground floor in the administrative corridor. It is fitted with a: first aid cabinet ALWAYS FULLY EQUIPPED, thermometer, blood pressure monitor, and two stretchers, one fixed and the other one on wheels.
- use the emergency showers and eyebaths.
- use the defibrillator available in the reception-security lodge.

**IN CASE OF BURNS, CHEMICAL SPLASHES IN THE EYES OR INOCULATION OF A BIOLOGICAL AGENT**

**VERY IMPORTANT TO REMEMBER:**

WASH IMMEDIATELY WITH PLENT OF WATER AND NEVER FOR LESS THAN 20 min **BY THE CLOCK!**

If the assistance of specialised medical personnel is needed:

- During peak working hours (9-14h), we recommend visiting the Campus Medical Service (preferably after calling beforehand) situated on the ground floor of the Main Square (Plaza Mayor – next to the pharmacy).

- Outside of these times, you must go directly to the corresponding Medical Insurer (after calling beforehand to obtain updated and/or specialised information) or to the nearest Hospital (less specialised in workplace accidents). You can find the telephone numbers below, with more complete lists on the web page and printouts of all CBMSO departments and premises.
- Check the web page for more details on the nearest medical centres of the main INSURANCE COMPANIES and other FREMAP CENTRES in Madrid.
### Important Telephone Numbers

**Toxicological Information** 91 562 04 20

<table>
<thead>
<tr>
<th>CSIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMERGENCIES INSURER CSIC and FSO (FREMAP) 900 61 00 61</td>
</tr>
<tr>
<td>CANTOBLANCO MEDICAL SERVICE – Plaza Mayor – 91 568 19 49/50</td>
</tr>
<tr>
<td>MADRID HEALTH MONITORING SERVICE 91 568 19 31/32/33</td>
</tr>
<tr>
<td>MADRID RISK PREVENTION SERVICE 91 568 00 04</td>
</tr>
<tr>
<td>WORKPLACE HEALTH AND SAFETY AREA 91 568 19 23</td>
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<tr>
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<tr>
<td>EMERGENCIES INSURER UAM (ASEPEYO) 900 151 000</td>
</tr>
<tr>
<td>CANTOBLANCO MEDICAL SERVICE – Plaza Mayor – 91 497 4444</td>
</tr>
<tr>
<td>HEALTH AND SAFETY SERVICE 91 497 4008 / 8785</td>
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<th>Others</th>
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<tbody>
<tr>
<td>EMERGENCIES OTHER OCCUPATIONAL ACCIDENT INSURER (….):____</td>
</tr>
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</table>

### Practical Notions of the Safety and Emergencies Plan (Emergencies):

**Emergency Telephone Nos.**

5 (CBMSO Security: 24h) 112

UAM CAMPUS Security: 24h 606 91 10 00
If you detect an emergency, as a general rule, to ensure the established procedures are set in motion, you must **dial 5** (attended 24-hours by CBMSO security personnel).

You must **immediately leave the area**, whether your usual work zone or your location at the time of the emergency:

- if the alarm bell rings continuously or there is a message over the public address system giving the following instructions (LISTEN CAREFULLY TO THE INFORMATION):
  - doors open = bomb scare, collect your belongings
  - doors closed = fire, do not collect anything
- if instructed to by emergency team personnel, identified by their waistcoats.

When **EVACUATING**:

- Follow the nearest “EMERGENCY EXIT” signs or the instructions of the emergency teams. You must be **FAMILIAR beforehand WITH THE EVACUATION RULES AND THE ROUTE** from your usual place of work.
- Keep to the right in a single file to facilitate access for both internal and external Emergency Teams
- Do not stop still if you see fire protection or panic doors that are usually open, closed (due to the automatic unlock of retainers).
- People with limited mobility must leave last.
Once outside, follow the established routes and stand in an orderly fashion (the first to arrive at the back) at the MEETING POINT (car park next to APADUAM), **WITHOUT BLOCKING THE PATHS GIVING ACCESS TO POTENTIAL OUTSIDE HELP** (ambulances, fire brigade, etc.).

- Return by the same routes, in a safe and orderly manner once the emergency has ended.
Nobody can prevent accidents on your behalf, work-related risks are limited and you must be familiar with them (do not assume the “unavoidable” only). We are all entitled to safety in the workplace and we are all under the obligation to take the measures recommended to us by the health and safety technicians.

IF PREVENTION MEASURES DO NOT WORK, IT WILL HELP YOU TO:

- Know the **standard evacuation route** from your place of work and the location of fire extinguishing methods in relation to same.
- Learn and have at hand minimum information on first aid and medical assistance: location of the first aid room, EMERGENCY telephone numbers: especially the telephone number and location of the corresponding Workplace Accident Insurer and the Campus Medical Service (UAM or CSIC) to report to.

4. RADIATION, BIOLOGICAL AND CHEMICAL SECURITY.

The Biological Safety Service is the one responsible for controlling, organising and preventing risks to which personnel working with ionising radiation, toxic chemical agents and biological materials may be exposed. To do this requires their intervention in the design, start-up and periodic monitoring of the installations/equipment and in the waste management and control of said products.

“**Safety Rules Manual of the CBMSO laboratories**” This manual is available in each laboratory and/or service and also from the CBMSO web page (Intranet and Biological Safety Service):

- with chapters regarding specific risks
- it is compulsory reading for consultation and monitoring by all employees of the CBMSO who are exposed to this risk.
USE OF RADIOACTIVE MATERIAL

The CBMSO has a radioactive installation authorised to work with radioisotopes and equipment that produces ionising radiation. It has a radioisotope laboratory (Lab.035) and specific authorised zones in the research laboratories with Licenced Operator personnel. 

To be able to work with radioactive material you need to:

- apply to the Biological Safety Service
- read/follow the “Radiation Protection Manual of the CBMSO”
- work with an experienced person from the laboratory.

GENERAL RULES IN THE USE OF RADIOACTIVE MATERIAL

- The three basic rules of radiation protection are: TIME (minimum), DISTANCE (maximum), and SHIELDING (appropriate and located near to the emission source).

- Select the radioisotope with the lowest risk and minimum activity compatible with the experiment to be conducted.

- The user of the radioactive material must follow the rules so as not to expose themselves or surrounding staff to unnecessary doses of radiation.
- Radioisotopes (non-encapsulated sources) entail a risk of radiation (appropriate shielding) and radioactive contamination, therefore it must be controlled with the appropriate detectors for persons, equipment, zones and instruments employed.

**Radioactive Waste**

- Will be segregated by activity / radioisotope.
- Will be placed in specific containers with the corresponding labels, as described in the Manual.
- Will be deposited in marked boxes until transportation to the radioactive waste store.
USE OF CHEMICAL PRODUCTS

Handling chemical products can be a risk for both users and surrounding staff and therefore it is essential to follow the “Rules for using Chemical Products” available on the intranet and from the Biological Safety Service.

**General Rules on the Use of Chemical Products**

**Prior Information**: Physical, chemical and toxicological properties. Safety data sheet. Labelling of the container, pictograms and H and P phrases. Experiment protocol: incompatibilities?

**Means of Containment**: Glass cabinets, cupboards, trays, paper/soakers

**Work Zone and PPE**: Use of containment means, order and cleanliness, flammable products away from heat sources and use of PPE

**Handling/Location**: Labelling, no high shelving, essential quantities, periodic cleaning

**Safe Storage**
**TOXIC CHEMICAL WASTE**

- will be sorted by product, without mixing and in the appropriate container (for each type of waste).
- has a specific label with a toxic waste form to be filled out.
- will be deposited in the indicated drawers and/or in the gas cabinet (volatile products), until periodically withdrawn from the laboratory by an authorised firm.
- may also be deposited in the toxic waste storeroom, after informing the Biological Safety Service.

**USE OF BIOLOGICAL AGENTS**

Handling biological agents and genetically modified organisms can entail a real risk for staff and the environment. Different levels of biosafety have been defined (level 1, low risk - level 4, high risk), for both the laboratories and the animal facility.

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<th>BIOSAFETY CONTAINMENT</th>
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<td>Good laboratory practices</td>
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<td>Personal protection equipment and tools</td>
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<tr>
<td></td>
<td>Medical monitoring</td>
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<tr>
<td>SECONDARY</td>
<td>Design of laboratory installations and systems</td>
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<td></td>
<td>General management of risk prevention and health and safety protection</td>
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</table>
To work with biological agents or with Genetically Modified Organisms (GMOs):
- You must have prior authorisation from the Biological Safety Commission of the CBMSO.
- In the case of GMOs, they must have been previously approved by the Spanish Ministry of Agriculture, Food and the Environment (MAGRAMA).
- You must read and consult the “Biosafety Manual of the CBMSO” before starting and work with an experienced person from the laboratory.

The CBMSO has the following AUTHORISED laboratories, with their respective levels of containment (NC) and/or biosafety:

- Research laboratories P1-NC1
- Cell culture laboratories P2-NC2:
  - Cell culture laboratories P2 Virus (031)
  - 123.1 (Microbiology: bacteria)/(123.2/223/323/423)
- Fermentation service NC2 (030)
- Cell culture laboratory P3-NC3
- Animal labs NC1/P2- NC2 and P3-NC3

To work with biological agents you need:
- TRAINING AND INFORMATION, to learn of the characteristics of the biological agent and its forms of transmission.
- to know WHERE to handle it, in the appropriate installations and/or in specific equipment (biological safety cabins)
- to use personal protective equipment and have prior authorisation to enter the laboratories as of NC2.
**Biological Waste**

Will be segregated according to the level of containment and in each case must be inactivated and autoclaved before management as biological waste.

**Information on Specific Risks – Safety Signs**

All installations, laboratories and/or equipment, where there is a risk of exposure are signposted in accordance with current legislation, indicating the specific risk, along with the signs regarding the compulsory use of personal protective equipment.

Said equipment and/or installations are signposted with specific signs with the Safety Rules, which also state the rules to be followed and warn of the specific risk.
ACTUACIÓN ANTE UN INCIDENTE/ACCIDENTE QUÍMICO
DERRAME DE CUALQUIER PRODUCTO TÓXICO

- Evacuación inmediata de la zona afectada.
- Si el líquido es peligroso por inhalación avisar al personal para que salga fuera del laboratorio.
- Utilizar ropa de protección adecuada: bata, guantes, mascarilla, calzazos, mangúitos.
- Absorber el líquido derramado con Powersorb, recogerlo en una bolsa de policonbante transparente, cerrarla, etiquetarla, depositarla en la vitrina de gases y ponerla en funcionamiento.
- Lavar la zona del derrame con agua y detergente.
- Comunicar el incidente al Servicio de Seguridad Biológica y al Responsable del Servicio de Seguridad y Salud.
- Consultar para la eliminación de los residuos generados.
6. TECHNICAL SERVICES OF THE CBMSO.

The CBMSO has several support platforms and you can consult their staff and services provided from the CBMSO web page.

IMPORTANT NOTE

Inappropriate use of CBMSO apparatus or breakdowns resulting from negligent use is NOT covered by our insurance contracts and could have financial consequences for the user or line responsible, including disqualification to use the damaged apparatus or similar devices.

INSTRUMENTATION SERVICE

- many common items of equipment used at the CBMSO (centrifuges, analysers, readers, etc.) require a reservation prior to their use and adequate maintenance as specified on the information sheets in each case.
- for any query or doubt FIRST consult the Instrumentation Service (instrumentacion@cbm.csic.es).

MAINTENANCE SERVICE

- Any fault or malfunction must be reported to: mantenimient@cbm.csic.es.

LIBRARY SERVICE

- The library is located on the ground floor and its use to consult or borrow books and magazines or requests for documents requires use of a library card which you can obtain following the instructions on the web page.
- The reading room is open 24 hours and has cable and Wifi connection to the internet.
- Contact: biblioteca@cbm.csic.es
CULTURE, WASHING AND STERILISATION SERVICE

- This service makes scientific and technical equipment available to users and supplies materials to the research groups.
- The service prepares different media, buffer solutions, etc., offering the user a permanent stock, along with the possibility of fulfilling orders based on requirements.
- It also offers a mycoplasma detection service.
- Entry into the cell culture laboratories is limited to authorised persons approved by their Line Manager who have previously received basic training on good practices in these laboratories.
- For any query or clarification, you can write to: mdavila@cbm.csic.es

6. COMPUTING

The CBMSO’s computing service is responsible for managing email accounts, the intranet, the web page, voice and data networks and other general resources.

For more information on how to register with ICT services on joining us, please refer to:

http://www.cbm.uam.es/tic

CSIC INTRANET. WHAT IT’S FOR:

To be able to access the main computer services of the centre you will need to register with the CSIC intranet. This procedure is automatic for CSIC staff. Persons not belonging to the CSIC (UAM, FSO...) can also register but must apply through Staff Management (ground floor).
Once registered, you will need to logon to establish the password to be used for the various services: https://intranet.csic.es

The services you can access with your intranet username and password are:

Email: addresses of the type nombre@cbm.csic.es
http://www.cbm.uam.es/tic/ConseguirCuentaCBM.pdf

VPN (Virtual Private Network): Gives access from outside the centre to restricted resources of the centre’s network (electronic magazines, software, group network disks)
https://vpnssl.cbm.uam.es/

Eduroam: Eduroam is a worldwide academic WiFi network. You can use your intranet credentials to connect not only to the WiFi network of the Molecular Biology Centre but also of more than 5000 universities and research centres all over the world.
https://wifi.csic.es/

**Connecting your PC to the centre’s cable network:**

If you bring your personal laptop to the centre, you can use the cable network in addition to the WiFi network, on condition that your laboratory has the required free sockets. To do this, you must register your laptop by contacting us at cau-cbm@listas.csic.es or on extension number 4558.

Laptops connected to the centre’s network must not have administrator accounts without a password. If Windows is used as the operating system, they must also have an antivirus installed and updated.
**List of Email Addresses of the CBMSO:**

- **Official:** formal-cbm@listas.csic.es (institutional communications). Mandatory sign up.
- **Professional:** profesional-cbm@listserv.rediris.es (communications related to the centre’s scientific activity).
- **Social:** social-cbm@listas.csic.es (other types of communication)
- **Other:** departments, PAI, heads of services, emergency teams, etc., with restricted use/sign up.

You can find information on other lists at: https://listas.csic.es/wws/home

**7. Further Information**

- The CBMSO has a complete programme of **seminars**: for each department, cycle, Centre and commemorative lectures in which prestigious national and international researchers take part with conferences of the highest scientific level. You can request a seminar through institucional@cbm.csic.es. There is a conference room: the “Ramón Areces” room, and there are seminar rooms on each floor.

- The Centre has a **copy service**, dependant on the instrumentation service, with copiers on all floors and the possibility of colour printing on the ground floor. You will need the user cards which are available in each laboratory.

- There is a **public cafeteria** on the ground floor with affordable prices for meals and breakfasts and a **dining room** on all floors with fridges and microwave ovens (please follow the rules for everybody’s convenience, is a space for common use).
The CBMSO assigns a great deal of importance to the issue of waste removal and recycling. Chemical, radioactive and/or biological waste must also be disposed of in accordance with the relevant instructions from the Biological Safety Service. Waste that can be assimilated to urban waste is the responsibility of the Cleaning company, except for a few items of equipment and/or instruments, etc., for which the Maintenance and/or Instrumentation is responsible.


Given that the CBMSO is a potentially hazardous centre, access to minors under the age of 12 into experiment zones is not advisable and IN GENERAL, the safety of guests is the responsibility of the person who invites them.

8. TELEPHONE NUMBERS

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<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Reception</td>
<td>91 196 4401</td>
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<tr>
<td>Security</td>
<td>4403/4712</td>
</tr>
<tr>
<td>24 H EMERGENCIES CBMSO</td>
<td>5</td>
</tr>
<tr>
<td>Director</td>
<td>4423</td>
</tr>
<tr>
<td>Supervisor</td>
<td>4422</td>
</tr>
<tr>
<td>Emergencies</td>
<td>112</td>
</tr>
<tr>
<td>UAM Medical Service</td>
<td>91 497 44 44</td>
</tr>
<tr>
<td>CSIC Medical Service</td>
<td>91 568 19 49/50</td>
</tr>
<tr>
<td>UAM Security (24H)</td>
<td>606 91 10 00</td>
</tr>
</tbody>
</table>
Administration .............................................. 4439
Stockroom .................................................... 4479
Animal Facility:
  - Office .................................................. 4449
  - Laboratory .......................................... 4810
  - Clean Zone ........................................... 4457
  - Wash Zone ............................................ 4811
Library .......................................................... 4446
Bioinformatics .............................................. 4633
Biowaste ......................................................... 4669/4670
Cafeteria ......................................................... 4433
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Cytometry:
  - 1st floor (offices/lab.) ...................... 4499/4526
  - 2nd floor – lab 255 ......................... 4602
  – lab 264 ............................................. 4802
Cultures. Virus P2 (Pta. -1) .................... 4487
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Workplace Health and Safety .......... 4510
Proteomics ...................................................... 4654
Institutional Relations ......................... 4417
Copy Service ............................................... 4450

Dept. Secretary (Biol. Ed.) 91 497 83 36
Dept. Secretary (C-X) 91 497 48 70
Biological Safety ...................... 4536
Transgenesis Service
  (mixed CBMSO- CNB ) 91 585 48 38

General Services .................. 4437
Peptide Synthesis ............ 4623/4625
Switchboard (CSIC) ............................. 91 568 14 00

User Help Line
  (CAU) of the UAM .......... 91 497 40 29

Telephone INFORMATION ..........11818

IT Equipment Maintenance
  (UAM) .......... 91 497 42 89
  91 497 42 99

Automatic Voicemail Service 4899

MORE AND MORE UPDATED INFORMATION AVAILABLE FROM THE WEB DIRECTORY