

ANNEX 4 - NERC Services and Facilities

MISSION STATEMENT

- To procure via Service Level Agreements or contracts, effective, efficient and economical technological Services and Facilities in support of NERC's science mission in its Research and Collaborative Centres and within the Higher Education sector, thereby enhancing the UK's industrial competitiveness and quality of life.
- To offer a wide range of such facilities that may involve significant capital investment or specialised operations, to a quality commensurate with customers' needs.
- To make these facilities widely available, bearing in mind their uniqueness, potential benefit to the wider research community and their need to supplement NERC funding by earning additional income if they are to provide services of adequate breadth.
- To operate systems for access to Facilities, for example, by peer-review of the quality and relevance of applications.

In executing this Mission, NERC Services and Facilities Management Team will:

- Maintain an up-to-date knowledge of the service areas and make that knowledge-base available for the benefit of environmental scientists;
- Ensure the Facilities portfolio is of adequate quality and fitness-for-purpose by:
 - maintaining a clear picture of the requirements of customers;
 - measuring customer satisfaction and reviewing facilities accordingly;
 - testing the market to ensure that the most effective facility is offered in the most economical way;
 - satisfying itself that the Facilities operate appropriate quality management systems.

User Communities:

NERC procures Facilities primarily to provide specialist support for the Environmental Sciences community in pursuit of Council's remit to promote and support high quality research, thereby meeting the needs of the User Communities identified in the NERC Mission. In addition these facilities are of direct relevance to this same 'User Community', ie including Water, Construction, Process, Hydrocarbons, Minerals, Forestry, Agriculture, Fishing and Remote Sensing Industries together with Nature Conservation and other regulatory agencies and cognate Government Departments.

July 2010