Due to the current severe epidemic of COVID‐19 in Taiwan, ASCEM will change our service to reduce non‐essential contact. Our staffs are split into two teams. For urgent cases, exceptions will be made on a case‐by‐case basis. This policy is effective immediately until further notice.

**General policy**

Users should contact facility staff by email, phone, text, etc to reduce direct contact. Individuals should NOT enter office area without permission. At site, users should wear masks all the time. Users should not arrive more than 10 minutes before session and stay no longer than 10 minutes afterward.

**Vitrobot/CEM training**

All training courses and certification test will be cancelled until further notice.

**Sample handling**

User will NOT give sample/grids to our staff directly. Instead, user should inform our staffs the location (grid is liquid N2 tank and solution in the fridge) by phone, email or line. Our staffs will pick up and get it ready prior to your machine time.

**Vitrobot**

Only one user will be allowed in Sample preparation (Vitrobot) area.

**CEM1**

CEM1 will follow the IoC regulation for the entry.

**CEM2**

Our staff will set up CEM2 prior to user arrival. Additional sample exchange service will be only available at

1:00pm.

**CEM3/CEM4**

Users will operate CEM3/4 using our remote PC.

**Data Transfer**

Data is transferred electronically. In the case to transfer to the portable hard drive, user should leave HD

in designated area and inform staffs if our assistance is required. Our staff will arrange pick‐up time.

If you have any special request, please contact facility manger, Dr. Yuan‐Chih Chang, by email. ([kondo@gate.sinica.edu.tw](mailto:kondo@gate.sinica.edu.tw))