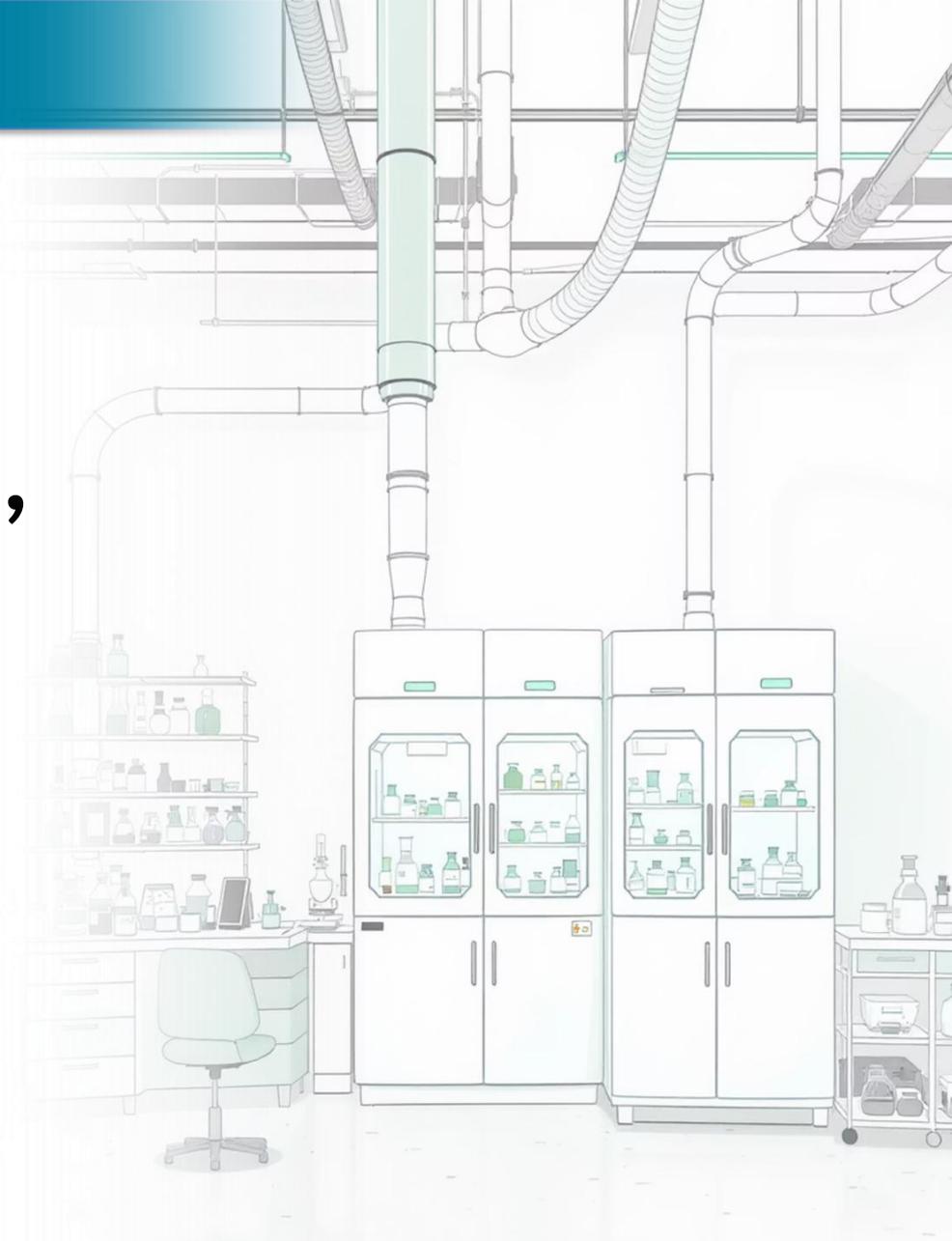


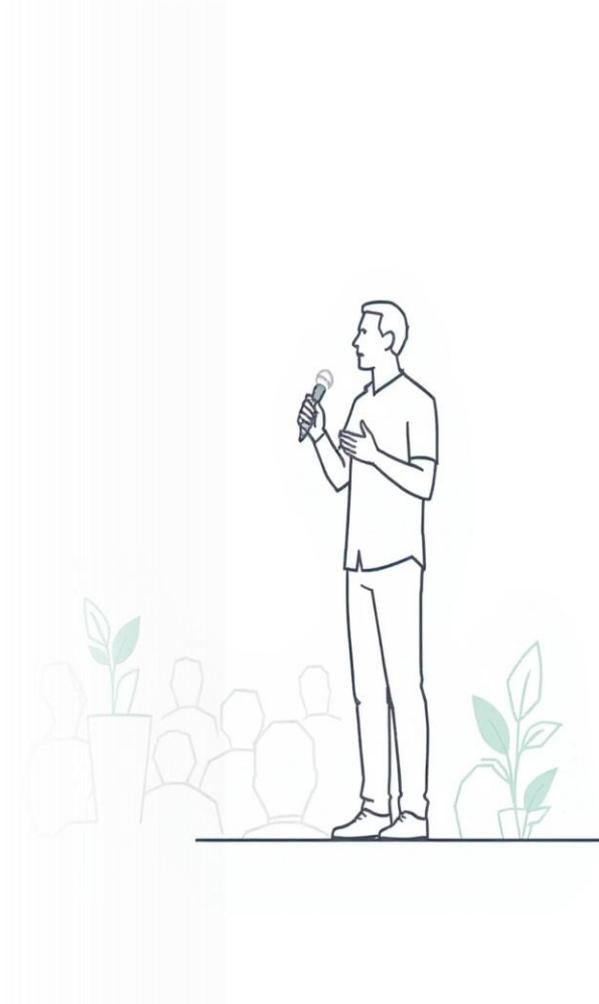
LEV Contractors: The **Good**, the **Bad**, and the **Avoidable**

A practical guide to
managing relationships &
LEV systems



Opening

- This presentation goes beyond filters, ducting, and airflow—it's about ... **people**. The people who design, operate, and rely on these systems.
- At the end of the day, safety and compliance come down to relationships, trust, and clarity.
- I'm going to frame this through: ***The Good, The Bad, and The Avoidable***

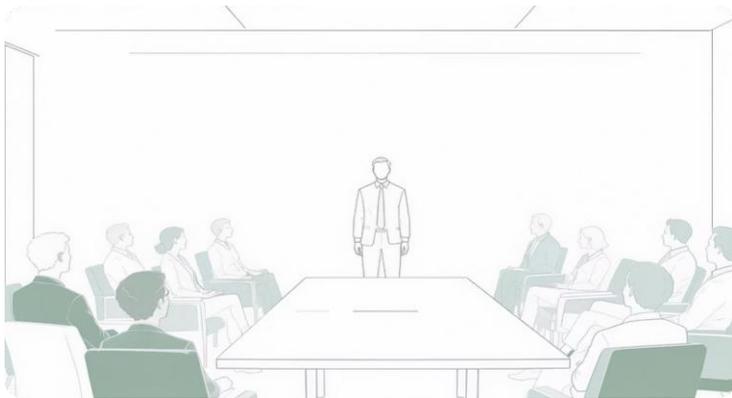


Social Experiment & Relationships

A Quick Social Experiment

Please stand up.

Now—remain standing only if you have *never*, in your entire life, had a disagreement with a family member, a best friend, or a partner.



Universal Experience

Disagreements are part of life.

Everyone knows someone affected by divorce. When it hits the headlines, it's usually because of money.



When Relationships Break Down

Jeff Bezos

- £28,060.340,881 (£28 billion)
- 29% of his net worth
- Jeff Bezos proved that love may be priceless, but divorce can have a very big price tag.

Paul McCartney

- £18 million
- 2008 Settlement
- Paul McCartney showed us that money can't buy you love—and apparently can't stop you from losing a lot of it either

**Even in the most committed relationships, breakdowns happen.
And that's just with people we **choose** to have in our lives.**

Workplace Relationships

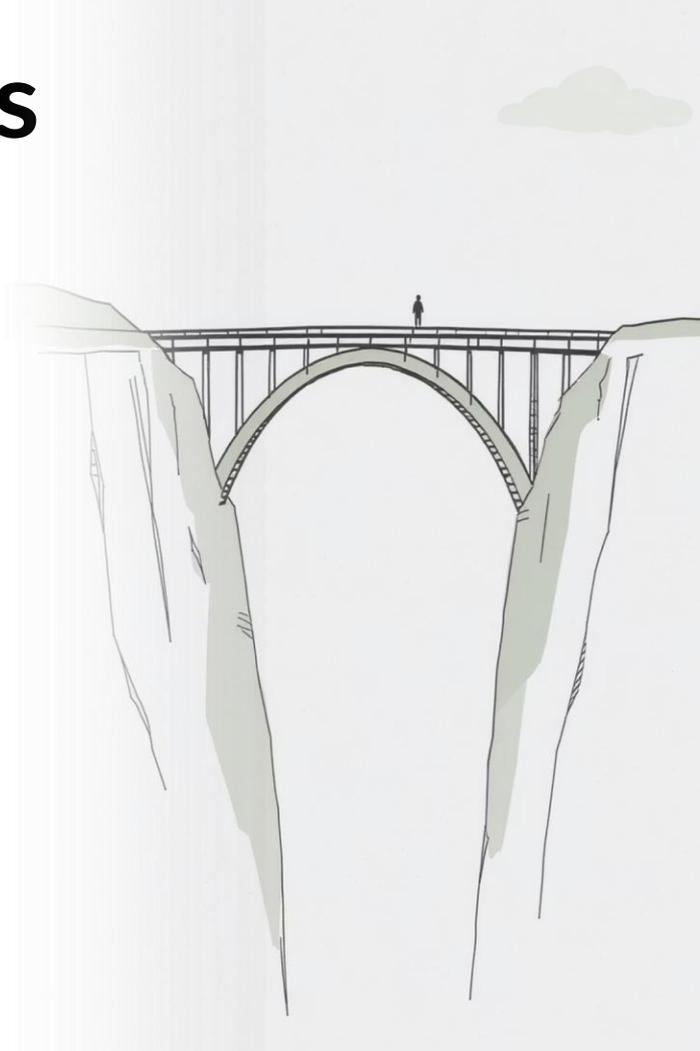
Personal relationships—where **trust** is at the core—can fail, should we be surprised therefore when workplace relationships break down?

Eg:

Between:

- The Client
- The Main Contractor
- The LEV Contractor

Professional relationships face many of the same challenges as personal ones, but with additional complexity of stakeholders.



The Procurement Difference

At Home



At Work

Very different. With layers of management and procurement in between.

- Owner/FM/Service Partners

Examples

- Overseas investors
 - UK representative
 - Auditors for both
 - FM Agent
 - Maintenance/Security/Cleaners/Others
- Layers can complicate business.
 - With complication comes risk.

Pharma Context & Layers of Management



Owner-Occupier

e.g. GSK

- GxP, GCP, GLP, GMP
- Yellow Card Scheme
- MHRA (UK), FDA (US), EMA (EU)
- Clinical Trials Regs 2004
- Animals Act 1986 (Home Office)
- IP & Patent Laws



Main Contractor

e.g. EMCOR UK

- Contracted Service
- Finite period (3-5 Years)
- Multiple disciplines
- HASWA 1974
- COSHH 2002 (Chemical Focus)
- LOLER/PUWER/Legionella
- Outsource many areas of risk



LEV Contractor

- Shorter Contracted Service
- Finite period (days)
- Single discipline
- Expert

How far away is the LEV contractor from core needs of the owner-occupier?

My Background

- I am NOT an LEV expert!
- Qualified electrically and mechanically
- Worked across multiple international business - Banking & Pharma
- I now split my time between FM & Executive Coaching
- Here's the story...



Engaging the Experts & Raising Standards

"He will help keep you out of court."

Bill's verdict on our technical candidate

The Good

- No one knows it all – together we know more.
- Be brave – ask the awkward question.
- Connections matter – we need people.
- Trust intent – trust each other.
- Collaboration wins – we all need everyone.

The Results

After hiring our **Subject Matter Expert**:

- Higher Standards – tougher testing, gold standard quality
- Protect People – safety first, always
- Safeguard Compliance – no gaps, no risks
- Build Trust – confidence in every step

Competence vs Qualifications

A domestic electrician would not be asked to assess someone running a nuclear power station. Yet in LEV, especially microbiological LEV, people without biological safety knowledge can end up assessing technicians.

The Bad

- One-size-fits-all – £x for 1 MBSC
- Blind to device criticality
- Blind to system criticality
- Blind to project impact
- Lacking technical depth
- Overstretched on customer support

The Results

- **Delays** in critical research – downtime
- **Compliance risks** – gaps against regulatory standards
- **Data integrity issues** – errors or unreliable results
- **Inefficient use of resources** – wasted time, effort, and budget
- **Frustration** – scientists blocked from progressing work

Clarity Before They Arrive

1

Define Specifications

Be explicit about applicable regulations and site- or device-specific requirements, especially microbiological hazards.

2

Arrange On-Site Pre-assessment

Invite the technician and senior managers. Walk them through the kit. Show them what 'good' and 'bad' look like.

3

Document EVERYTHING!

Test values, raw data. And decontamination—who does it, to what standard, and how it's verified.

Selecting LEV Contractors Wisely

Choose based on proven competence in your specific hazard environment.

If their track record isn't there, start small:

1. Define the work tightly
2. Review the results together, thoroughly
3. Scale-up gradually

Remember: The cost of bringing in the wrong specialist is far greater than the time spent selecting the right one.



The Good, The Bad, & The Avoidable

The Good

- **Collaborate** – stronger together
- **Ask “Why”** – challenge, learn, improve
- **Trust** – intent and expertise
- **Align Everyone** – one team, one direction
- **Enable Scale & Speed** – so customers can move faster
- **Pharma Impact** – this is life or death

The Bad

- **Blind spots** → risks go unseen
- **Unchecked competence** → errors slip through
- **Too few resources** → critical gaps in delivery
- **No context awareness** → poor decisions, wrong priorities
- **The result:** wasted money, compliance failures, and uncontrolled microbiological exposure

The Avoidable

- **Share expectations** – align from the start
- **Begin with the end** in mind – clarity drives results
- **Ask the unasked** – surface hidden risks and needs
- **Define**, confirm, walk through – set expectations, check competence, tackle hazards early

Parting Thoughts

Every choice you make in selecting, guiding, or challenging a contractor has a ripple effect—on safety, compliance, and ultimately, on people's lives.

Take this forward: be bold enough to ask, clear enough to define, and human enough to trust.

That's how we move from the Bad and the Avoidable—into the Good.