

LIFE SCIENCE SERVICES

EMCOR UK is a leader in integrated facilities management. We help our customers drive differentiation through our experience and knowledge of the life sciences sector.

As a provider of facilities management and technical services, EMCOR UK provides services to private, public, and government organisations, both large and small, across a number of sectors, including: pharmaceutical, healthcare, and life sciences.

The power of knowledge and critical mass

A subsidiary of EMCOR Group, Inc., a \$6+ billion Fortune 500® organisation with significant experience in the life sciences sector, EMCOR UK benefits from the resources and knowledge of our 75+ sister companies. Sharing the feedback and intelligence, EMCOR UK remains focused on innovation and constant adaptation.

A true industrial sector supplier

Through understanding the demands of the life sciences sector, EMCOR UK found there's a big difference between being a supplier within an industrial sector and being an industrial sector supplier. To achieve the latter, and create the greatest possible value for our customers, we go to extraordinary lengths to align our approach with the requirements, values, and cultures of our customers. Within the life sciences field, this extends from the nuances of Good Manufacturing Practices (GMP) to the alignment of corporate goals. These processes have been developed by EMCOR UK as a result of more than a decade of investment in specific capabilities and a focus on collaborative working. EMCOR UK applies its capabilities to understanding the life sciences sector and, as a result, is uniquely positioned to become a valued partner.



“Best in class” performance

With more than a decade of comprehensive life sciences sector experience, EMCOR UK has developed a management system focused on a “best in class” provision of GMP - compliant services.

Our sector approach maintains a sustainable depth and breadth of delivery that allows us to continually improve our services in a manner that gives our customers the confidence to concentrate on their business.

EMCOR UK recognises the different tiers that support the research and development, and manufacturing of Active Pharmaceutical Ingredient (API), and we reflect this in our management systems and delivery competencies and specific requirements of a regulated life sciences environment:

- Research: base-build systems, facilities services, management processes, support functions (delivering compliant, safe, efficient, and sustainable operations)
- Development: systems/processes of the immediate environment that support and enable scientific work in a safe environment
- Manufacturing: equipment services directly supporting development and production.

A sector-focused approach

We drive differentiation through continually developing and internalising sector knowledge and competencies throughout EMCOR UK. This ensures that our capabilities and understanding are not solely dependent on the size and type of our specific customers.

At EMCOR UK, we ensure all of our delivery competencies and management systems have depth, breadth, and quality. We believe that to work within such a specialised and regulated environment we need to have a competency base and delivery system that has the full confidence of the customers it supports.

Profile of EMCOR UK's life services provision

- Extends across 13 locations and encompasses 85+ facilities with a combined footprint of 1.6+ million square feet.
- Our total facilities management provision within the life sciences arena includes: engineering, cleaning, security, portering, and catering.
- Covers mechanical and electrical, preventive and reactive maintenance for 766,000+ square feet of regulated space.
- Covers cleaning for 553,000+ square feet of regulated space.
- Encompasses a dedicated pharmaceutical quality management system portal, housing 120+ standard operating procedures and processes, and auditing documents/ templates.

Life sciences delivery

- Pilot plants: planned preventive and reactive maintenance
- Biosafety Level Laboratories (BSL): planned preventive and reactive maintenance, BSL-2, BSL-3, and BSL-4
- Bottled gas management: planned preventive and reactive maintenance and logistics
- Local exhaust ventilation equipment: planned preventive and reactive maintenance, and compliance validation
- Laboratory equipment: management, calibration, and compliance
- Base-build calibrations
- Clean steam, WFI, and purified water systems in production
- Critical manufacturing process logistic operations
- Decontamination
- Laboratory services and logistics
- Compressed air and pressure systems testing
- Breathing air systems
- Cleaning of laboratory and write-up areas
- Pest control in the laboratory areas is managed and operated to GMP standards.

Life sciences management systems

- Dedicated life sciences portal pharmaceutical quality management system
- Repository of GMP policies, processes, and standard operating procedures
- Dedicated GMP sector compliance manager
- Account based orange guide practitioners
- Dedicated “pharmaceutical group” management team.

Provision of services

Our services incorporate a comprehensive direct delivery capability that includes, but is not limited to, the following:

Item	Metric	Total	
1	Chemistry labs maintained	22	
2	Chemistry labs cleaned	72	
3	Biology labs maintained	BSL1	29
4		BSL2	87
5		BSL3	122
6		BSL4	2
7	Biology labs cleaned	BSL1	29
8		BSL2	57
9		BSL3	47
10		BSL4	1
11	Pilot plants maintained	1	
12	Pilot plants cleaned	1	
13	Fermentors maintained	10	
14	Fermentors cleaned	22	
15	LEV/fume cupboards maintained	54	
16	Base build calibrations pa	8000	
17	Lab equipment calibrations	6600	
18	Lab equipment items managed pa	2890	
19	PPE items laundered pa	989	
20	Glassware items managed pa	4000	
21	Logistic moves / lab deliveries pa	40,000	

What we've done for some of our customers:

UCB

We first began working with UCB in 2008, providing mechanical and electrical maintenance, and laboratory and postal services. They chose us for our reputation and expertise in operating within highly regulated and sensitive environments, plus our reliability, flexibility, and proven track record. Following the initial success of our partnership, the contract was expanded to include additional engineering, reception, cleaning, and hazardous/non-hazardous waste services, with UCB awarding us their corporate headquarters and additional laboratories. In 2012, we signed a five-year total facilities management contract for UCB's UK portfolio.

Some of the key benefits we've brought:

- Total reduction in overall cleaning costs of 45%
- Cost savings on laundry and laboratory coat cleaning
- Peace of mind as we help scientists prepare for their research.

Microbiological research organisation

We have worked with a microbiological research organisation since 2002, providing soft services that delivered savings of 24%. In 2010, they asked us to provide Total Facilities Management (TFM) services at two sites as well as soft services at two other sites. A tight control on costs while providing high-quality research and support is central to their organisation.

Some of the key benefits we've brought:

- Improved energy efficiency by 70% at one facility alone and reduced emissions; one site's waste was recovered to produce just 14MW electricity
- Achieved 40% reduction in man hours through our Asset Resource Management System (ARMS)
- Minimised laboratory downtime
- Improved efficiency by introducing collaborative working.

About EMCOR UK

EMCOR UK is an integrated facilities management services company with one goal in mind: to make your life easier. We believe in increasing efficiency by aligning with you to provide the solutions, support, and facilities management services you need to concentrate on what matters most to you—your business.

We work quietly behind the scenes to make sure that every challenge you meet becomes an opportunity. We're not a supplier; we're a partner.

EMCOR UK doesn't just strive for collaborative relationships; we invest in them.

Harnessing the power of a Fortune 500® leader

EMCOR Group, Inc. (NYSE: EME) is a Fortune 500® leader in mechanical and electrical construction, industrial and energy infrastructure, and building services for a diverse range of businesses.

EMCOR builds, powers, services, and protects the sophisticated and dynamic systems that create facility environments in virtually every sector of the economy for many of the world's most successful organisations. By planning, installing, operating, and maintaining a wide range of facilities and systems, 29,000+ employees at 170+ locations help customers increase productivity and optimise their businesses.

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