

# Environmental, Social & Governance (ESG) Policy

## Our Commitment

Marlowe Compliance Services are committed to responsible, ethical and sustainable business practices and consider the impact we have on our people, our customers, the local communities in which we work as well as the world's resources. We aim to maximise our long-term positive contribution to society and its resources, whilst minimising any adverse impacts our business may have. To demonstrate this commitment, we have embedded these core principles into our Company Values: respect, integrity, accountability and reliability. We have also aligned our approach to ESG with the relevant United Nations Sustainability Goals, ensuring we are actively supporting both the UK and the world in making a better future. This commitment applies to every brand, business, operation, team and person within the Marlowe Compliance Services.

### Good health and wellbeing

- We aim to provide a safe and healthy environment for our people to work in and will provide support and systems to promote well-being and healthy minds
- We are committed to blending chemicals in a controlled way to prevent unplanned releases
- We are committed to supporting our customers in the identification and elimination or control of health hazards associated with water and air handling systems in buildings



**In practice:** All our operations are certified to ISO45001, and we have been awarded ROSPA Gold for our commitment to the health and safety of our people, clients and sub-contractors.

### Clean water and sanitation

- We are dedicated to supporting our customers in improving their water quality
- We aim to provide practical and effective solutions for the management of wastewater and effluent treatment to reduce the proportion of untreated wastewater created by our customers



**In practice:** We are members of the Legionella Control Association. We publish free publicly available advice on how to achieve water safety and efficiency. We provide training in effective water hygiene. We provide engineered solutions to improve water efficiency and reduce effluent discharge.

### Decent work and economic growth

- We aim to ensure we have the right workforce available with the right skills and support to deliver a safe and responsible service
- We will strive to only use supply partners that are committed to similar values as our own, including the eradication of forced labour, ending modern slavery and child labour
- We aim to attract, develop and nurture future talent within our company and the wider community through trainee, graduate and apprenticeship programmes.
- We aim to always promote from within in the first instance giving our teams the tools and skills to fulfil their career aspirations.
- Our governance processes and frameworks are designed to ensure a sustainable business and that our products and services meet relevant legal requirements, industry standards and practices.



**In practice:** We are Investors in People Silver accredited aiming for gold status in 2024. This demonstrates our commitment to investing and developing our people.

### Innovation & infrastructure

- We are committed to working with business partners to identify, implement and promote new technologies to improve water hygiene, maximise water efficiencies as well as improving the quality of water effluent and reducing the risk of asbestos
- We aim to develop solutions and actively engage and support our customers in upgrades and retrofits to improve water-use efficiency, helping them to adopt environmentally sound technologies and industrial processes



**In practice:** We promote the use of technologies that offer a safer and less hazardous solution to water treatment.

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## Equality, diversity and inclusion

- We believe in treating everyone fairly, from our employees to anyone else who is affected by our operations and services.
- We seek to prevent discrimination, actively promoting equal opportunities and inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.
- We aim to attract diverse people with diversity of thought to challenge the status quo, keeping us relevant and driving best practises.



**In practice:** One of our company values, driven from the top is being respectful to everyone. We are a signatory to the Armed Forces Covenant and have been awarded the Gold Award which recognises our commitment. We have employee-led working groups covering equality, diversity and inclusion.

## Responsible consumption and production

- We seek to avoid creating waste, where this is not possible, we will reuse as much as we are able. When waste is generated, it is segregated for recycling. We aim for zero waste to landfill.
- We will aim to assess the impacts of products that we supply across their whole life cycle to minimise risks to sustainable production and consumption
- We are committed to the management of the chemicals we produce throughout their life cycle, including the provision of suitable information to our customers, to minimize their adverse impacts on human health and the environment
- We are committed to including sustainability key performance indicators in our management information and reporting to ensure oversight and action where required



**In practice:** We are rolling out a zero waste to landfill solution across all our offices. We have actively reformulated our chemical products to minimise carcinogenic chemicals and hazardous heavy metals.

## Tackling climate change

We are committed to helping to mitigate climate change, we aim to do this through:

- Monitoring our fleet's fuel consumption as well as the driving behaviour of our staff, seeking to improve our use of this resource and reduce emissions.
- Actively managing the energy consumption within our offices, constantly looking for improvements and efficiencies.



**In practice:** All our operations are certified to ISO45001, and we voluntarily undertake the Carbon Disclosure Project, in our first year we achieved a B- which recognises that we are taking co-ordinated action on climate change

## Sound corporate governance

- We are committed to operating an effective, accountable and transparent company at all levels
- We actively encourage our people to report any concerns with the way in which the company is being run or any relationships with or service given by suppliers
- We will seek to comply with all applicable laws in the UK, which is our main place of business, and any other territories in which we may operate



**In practice:** We have 6 core working groups authorised by our Senior Leadership Team delivering oversight, robust challenge and continual improvement, ensuring we are managing our people and business with integrity. We have in place an independent, external whistleblowing reporting facility to encourage staff to raise concerns.

A handwritten signature in black ink, appearing to read 'Andy Walls', is written over a light blue horizontal line.

**Andy Walls, Chief Executive Officer**

12 January 2024